

Creating Success.... Through CQL

In September of 2009, The Arc of High Point achieved National Accreditation through The Council on Quality and Leadership or (CQL). CQL isn't just an accreditation process it is a philosophy of service delivery that helps us put two basic principles into



practice: basic protections through health and safety and the assurance that people receive the best quality of life based on their dreams and the things that are important to them. Our organization from direct support professionals to board



members and volunteers have gone through new training to ensure that our basic principles of advocacy, education and empowerment are taking new wings through individual supports. We are doing this with the knowledge that development of services and supports around individual outcomes for people stretches the role of the organization's employees, especially since "the goal is to change our role to that of learner first, then through subtle practice" (The Council on Quality and Leadership). Since the 1960's CQL has been moving organizations to



take a more personalized look through "a world of dignity, opportunity, and community inclusion for all people". We feel that standing on the pillars of respect and leadership we will be able to move toward a more inclusive life for all people through supports. This year we have been fortunate to see success stories in little and exponentially large ways.



People Choosing Where they Live



What are your dreams? Think for a moment what they are and how they have changed over time. Believe it or not most people have similar dreams: to choose their own home, have relationships that matter, and have a job. One of Cody's dreams was to move out of his parent's home. Though Cody, his parents and his family are all very close, he felt it was time find out where he belonged in his community by striking out on his own. The Arc is fortunate to be a part of a team of supports, from natural supports with family and friends, one on one supports during the day, case management and more who supported Cody in his decision to live in his own home.

Today Cody does things on his own that he had never done before in his own life. Working together with roommates he maintains his home, travels daily with support to the places he chooses, is active in his community, attends church and does so many other things that he loves to do like go to Target! What we were able to do as a team of support is not decide what was best for Cody but to ask Cody what he felt was best for himself and support him in achieving that. Cody knew that living on his own with roommates would be best for him – and guess what? He was right!





Annual Membership Meeting May 13, 2010



Supporting People In Having The Lives That They Choose

The Arc of High Point has partnered with people with developmental disabilities and their families for over 50 years to gain equal access to opportunities in our community. At the foundation of our philosophy is the belief that all people should be treated as **people first**, regardless of differences in ability.



Reflections....

There were two primary focus areas for The Arc of High Point, Inc. in 2009, surviving economic strife and improving on quality through achieving national accreditation.

This year along with our Nation we have faced many challenges. The Nation and State continue facing economic hardships that have translated to trying times for all businesses and industries. This is no different for us in the non profit arena. As government budgets are hit hard those deficits are often made up for in the form of funding cuts to public services. For The Arc of High Point that has meant funding cuts of \$70,000 this past year. Our challenge has been to not only survive in the face of potentially devastating cuts but to survive while still holding our mission at the center of our focus with the continued goal of improving the lives of the people we support.



In addition to maintaining focus on our mission through funding adversity we took it a step further and challenged ourselves to achieve National Accreditation. At last year's annual meeting we announced this goal and are proud to share that in September we achieved National Accreditation through The Council on Quality and Leadership (CQL). This process asked people to define quality in their own lives and how well we, as support providers, are meeting the expectations of the people we support. We couldn't be more proud of this accomplishment and what it means to the lives of everyone involved with The Arc. We are deeply proud of all of our staff and volunteers for their commitment to helping people live the lives that they choose.

It is an absolute privilege to be invited into someone's life to support them in achieving their goals. We are grateful to the over one hundred and sixty people who honor us with that gift everyday.

Executive Director

Board Chair

Leading The Way....

Executive Director.....Tonya Fowler
Director of Operations.....Kate Graham
Director of Outreach.....Teresa McKeon
Director of Programs.....Peter Tyler

Residential Coordinator.....Rita Barr
CAP/Daycare Coordinator.....Gerette Bednarz
Qualified Professional ICF.....Sara Escue
Residential Coordinator.....Malia Perryman
Employment & Housing Coordinator.....Tiffany Simmons
Residential Coordinator.....Trish Work

Although we cannot mention all of our direct support professionals by name we want to recognize them for their talents and dedication to the mission of the organization. The Arc is fortunate to benefit from the commitment of this team.



“A Special Thanks to Steve Greer of IBD Ben

What We Do....

Advocacy

The Arc's primary purpose is to advocate with and on behalf of individuals and their families in order to: ensure rights are protected, have influence on current policies by legislation and to build a community that supports all of its citizens participating together regardless of differences.

- Case Advocacy
- Community Advocacy
- Community Health Programs
- Community Awareness and Education
- Systems Advocacy
- Self-Advocacy
- Parent/Family Support
- Community Inclusion Activities



Winner of this year's poster contest for Fetal Alcohol Syndrome Awareness

Support Services

The Arc provides quality support services that meet the needs of those in our community following our philosophies of inclusion, choice and respect.

- After school program
- CAP Services
- Independent Living
- Summer Camp
- Supported Employment
- Residential Support



Making A Difference....

Advocacy

- Represented Arc Membership on:
 - North Carolina Council of Executives
 - National Council of Executives
 - Guilford CARES
- Advocated for services with Legislators during Coalition Rally in Raleigh
- Responded and disseminated Legislative Action Alerts
- Presented information regarding disability awareness topics to over 700 people in the community
 - Public Service Announcement with Time Warner
 - Developed and funded "Co-Occurrence of Developmental Disabilities and Mental Illness" program in cooperation with Greensboro Area Health Education Center.
- Partnered with The Arc NC for a Managed Care Waiver Education Forum
- Served on the Miracle League of High Point Committee
- Co-facilitated Health Transition Workshop.
- Participation in Lead Safe High Point Committee
- Pregnant Pause event at Oak Hollow Mall, Spotlighting Fetal Alcohol Syndrome
- Self-Advocacy Senior Aging Study
- Participants on Guilford Autism Council
- Guardianship Workshop for Families in the Guilford County Area
- Attendees of Aktion Club Convention
- Inclusionary Practices Committee
- Educational Video Project with The Arc of NC
- Participation on the "Walking Out on Domestic Violence" event, spotlighting the impact of family violence and people with disabilities
- Dental clinic
- Creative Arts programs
 - Painting Studio
 - Several art exhibitions and auction
 - Inclusive Art Class in the community
 - Pottery
 - Heart and Soul: community performances
 - Poetry Group Performance

Support Services

- 16 families supported through CAP services
- 21 individuals received support in their shared residences
- 24 individuals received support to live independently in the community
- 17 children and youth served in after school and summer camp programs
- 93 students and adults received assessment, job development, job training and follow up services through Supported Employment



Benefit Designs for making this event possible"