



# Arc Human Services

**2019 - 2020**



**We are a Community**  
**We are Arc Human Services**



**Arc Human Services, Inc.  
serves people of all ages  
with intellectual and  
developmental disabilities  
and mental illness  
in a manner that allows them  
to fulfill their ambitions,  
protect their rights and  
foster meaningful relationships  
at home, at work and  
in their communities.**

# *A Message from our CEO*

Throughout the past year, we have experienced unprecedented challenges in continuing to provide care for and serve people with intellectual disabilities and mental illness.

In our effort to support people with disabilities in their homes, at their jobs, and in their community, we are always committed to assuring their health and safety each day. We are able to provide these important services only because of the work of our caring, committed Direct Support Staff. They are nurturers, cooks, medical assistants, drivers, homemakers, counselors, friends, house cleaners, decorators, game enthusiasts, and for our staff, it's all in a day's work.

During the COVID-19 pandemic, these HEROES, not only support the individuals that we serve, but also take care of their own children, spouses, parents and other family members that need them. Their children are home from school—or homeschooling, they are assisting elderly parents by preparing meals and making sure that they receive medical care, while distancing themselves to keep everyone safe.

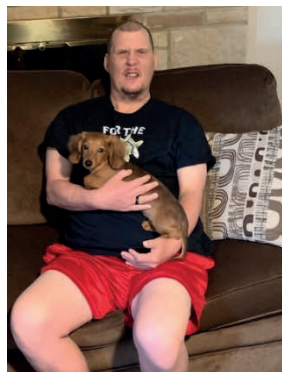
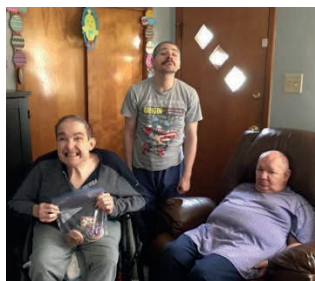
Just as nurses, doctors, police, and first responders, our Direct Support Staff are truly essential workers, we cannot imagine the tragedies that would befall people with disabilities, if our staff were not able to continue to provide the ESSENTIAL support that people need.

There are not enough words to adequately express our gratitude to “the people who serve” the people we serve. Except to say, with the deepest sincerity, from the bottom of our hearts, THANK YOU!

*Ed Picchiarini*  
*Chief Executive Officer*



# We are Arc Human Services





# Celebrating Fall

Arc Human Services held a Fall Ball on November 5, 2019  
at the Chartiers Community Center with  
Live Music, Sit Down Dinner, Photo Booth and Dancing!



# Celebrating Success

## Annual Awards Dinner 2019

The Annual Awards Dinner provides us with a special way to recognize and honor those who continuously support our work and the people who serve the people we serve. Held on November 13, 2019 at Bella Sera's, the dinner celebrated our outstanding teams, community members, and local businesses over a lovely dinner together.

We offer congratulations to those who were honored, including:

Community Partner Award

Coverall Cleaning

Jeremiah & Kristen Bates

Community Supporter Award

Michele O'Toole

ODP – Western Region Program  
Manager

Aspire Awardees

North Main Street House

Spruce Street House

4<sup>th</sup> Ave, New Kensington House

Walnut Street House

DSP of the Year

Darlene Wilcox



*L to R: Director of MH & Clinical Operations, Grishma Solanki;  
**DSP of the Year Recipient, Darlene Wilcox;**  
and Board President, Ken Pepperney*

# Celebrating Success

## Annual Awards Dinner 2019



*Emcee Jennifer Miele introducing the Award presenters*



*CEO, Ed Picchiarini, presenting Michele O'Toole, ODP Western Region Program Manager, with the Community Supporter Award*



*L to R: Brent Troyan, Director of Employment Services; Amanda McCloskey, Job Coach; Jeremiah and Kristen Bates of Coverall Cleaning, the Community Partner Award Recipients, Zack B; and Audra Barozzini, AHS Director of ID Operations*



# Celebrating Success

## Annual Awards Dinner 2019



***Aspire Awardee***

*North Main Street House*



***Aspire Awardee***

*4<sup>th</sup> Avenue, New Kensington house*



***Aspire Awardee***

*Spruce Street House*

***Aspire Awardee***

*Walnut Street House*





# Thank You

## **Large Gifts & Grants 2019/2020**

*Edith L. Trees Charitable Trust  
Northwest Charitable Foundation  
Washington County Community Foundation  
Snee-Reinhardt Charitable Foundation  
FISA Foundation  
The United Way of Washington County  
Washington Financial Charitable Foundation*

## **Contributors & Supporters 2019/2020**

*Mon Valley Chapter Golf  
Meadow's Charity  
Brody's of Canonsburg  
EQT Corporation  
Jonathan DeMao  
Shirley Senay  
Timothy Madigan  
Rod Piatt*

*Maher Duessel  
Ritchey Metals  
Huntington Insurance  
ArTech Group LLC  
Passavant Memorial Homes  
Brentwood Bank  
Chad McCreery*

### **Arc Human Services made the News**

On KDKA's Pittsburgh Today Live, it was announced that  
Arc Human Services was awarded  
a \$10,000 Green Gift from local company

#### **Noble Environmental.**

Funds will be used to support our building project in Canonsburg, PA,  
that will provide a new home for Arc Human Services.

Thank you, Noble Environmental, for being a great community partner!

*A Message from  
Holly Callender  
Executive Director of AHS*

This was the year we went from thinking that we do great things to knowing we do great things.

The everyday quickly became the unknown. Simple activities such as grocery shopping, doctor appointments, going to the park, getting a haircut, became complex and sometimes impossible. Understanding what was going on and navigating the new normal was a challenge for everyone, but was especially confusing and frustrating for Individuals we support.

The response was incredible. From our DSPs providing nonstop comfort and working long hours to cover their colleagues illness and quarantine, to Nursing helping navigate everchanging information, to our Clinicians providing additional supports, to Teams coming up with novel activities, to Maintenance securing hard to find supplies and PPE, to IT assisting a quick transition to virtual work, to Fiscal securing emergency funding and getting it into the hand of DSPs, to Training and Human Resources continuing to bring staff in week after week – everyone came together to support our Mission.

When the going got tough – we really did get going.

**TOGETHER  
WE CAN DO  
GREAT THINGS**



# Life Sharing

Arc Human Services expanded its Residential Services options by opening our first Lifesharing Home in Uniontown on May 1, 2020.

Lifesharing is a supported living option where an individual chooses to live in a private home in order to meet their support needs. This enables individuals to be part of a family unit while sharing a home within the community.

Jane, her husband, and son welcomed and blessed Tiffany and Melissa into their lives and home several years ago.

The entire family loves to go on vacations to the beach, out to eat, shopping, and several other activities. The ladies also love to take a dip in their pool during a hot summer day.

Thank you, Jane and family for all that you have done.





# Success Stories

Our program in the Beaver and Butler Region focus on supporting our residents through their recovery whether that be mental health, addiction or both, reestablishing and maintaining independence and reintegrating back into the community. Our residents have had a trying year due to the global pandemic. Our program had to adjust the goals that our residents work on, for their health and safety. One of the most important goals our residents work toward and look forward to, is reintegrating into the community.

During a time with many uncertainties, John, a resident at our Butler home has grown and flourished. He has lived with Arc since 2010. At his team meeting in January 2020, John was able to shed some light on why he does not and cannot stay sober. He explained to his team that he smokes marijuana and drinks alcohol because the people he hangs around does so. He said he hangs out with these people because he is bored and he doesn't have anything else fun or meaningful to do. John and his team talked about the likelihood of him getting hired for a job because of his drug use. John told his team that if he were to find a job that he would give up using marijuana and alcohol. Over the next month, John's team members worked with him to fill out more applications.

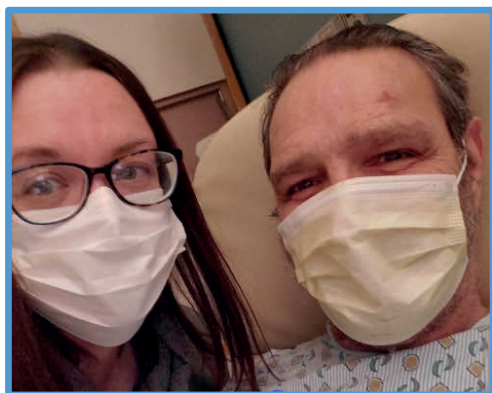
John remained motivated but more importantly, he remained sober. March 2020 rolled around and the coronavirus plummeted the job market. But not for John. John was offered a job working at Arby's during a global pandemic! John continues to work for Arby's and enjoys his time there. John has also kept his word that he gave his team at his meeting that day- John is still on his journey towards recovery but now he is able to say that he is sober! Eight months and counting!



# Success Stories

Howard, a resident living in our Beaver program has also had an inspiring year all while living through the pandemic. Howard moved into our program in 2011. Throughout his time with Arc, he has been working towards reestablishing his independence and reintegrating himself back into his community. Howard has been working with his team on managing his emotions and healthy boundaries so that he can safely spend time in his community. He has been working on this by volunteering at his local church and also spending time in his community without the direct supervision of his staff. Howard was maintaining these goals successfully and has been very proud of his accomplishments thus far.

However, due to the Coronavirus, we had to limit community participation in adherence to the CDC and Governor Wolf's guidelines. This was extremely tough for Howard, who enjoyed taking walks and going to church to give back to his community. More so, during this time Howard was not feeling like himself, was seen by multiple doctors and underwent a lot of testing, he was soon diagnosed with Cancer. Due to the uncertainties and unfamiliarity's of his diagnosis, Howard was scared. He had to go through multiple tests, biopsies, chemotherapies, radiation and hospital admissions. Due to restrictions on visitations, Howard unfortunately had to endure some of his treatments and hospital admissions alone but his team continued to provide support in any way they could. His team taught Howard how to video chat so that he could keep in touch with them when they physically could not be with him. After several months of treatment and a few scans and tests later, Howard was told in September 2020 that he is now in remission! Howard and his team have been overjoyed with this news!



# Community Based Services

It seems an understatement to say that Community Based Services (CBS) are incredibly important programs available to individuals within the ID population. These services provide a way for those that may not have the same opportunities as others, to engage in their local communities and participate as active members of society. They provide outlets for those served to gather in groups, explore creative avenues, and expand upon everyday life skills; all the while, building social connections and broadening independence.

With the onset of a sudden world-wide pandemic and the creation of a new household word, “social distancing”, Community Based Services were undeniably hit hard. In-Home and Community Habilitation, Companion Services, Community Participation Supports, and Employment Services are among those programs that were impacted the most. It became evident that the world of social services was yet again called upon to get creative and find a way to still engage our CBS individuals, while maintaining the health and safety of all those involved. No small task to say the least, considering “community based” is in the name, and the community was essentially shut down.

And yet, Arc Human Services found one way to accomplish this seemingly impossible task, with the help of the Office of Developmental Programs and technology. Virtual visitation/communication was one solution that allowed for safe engagement between individuals and staff during the height of Covid-19. Individuals could see and talk directly to their support staff using Google hangouts, Skype, FaceTime, Zoom, or any other video conferencing software. Arc Human Services lent iPads to those individuals that wanted to participate, but did not possess an iPad of their own.



# Community Based Services

One of Arc Human Service's Independent Support Staff, Sharry, works for the In-Home team at Arc as a companion staff to Maria. Sharry and Maria are very close and have been working together for over 15 years. Maria's relationship with Sharry is one of the most valued and important connections in her life and the same is true for Sharry. They utilized virtual visitation almost every day when it was not safe to be together in person. This was one way they worked toward Maria's goal of increasing her independence during their virtual visits. The technology was very user friendly and something Maria was able to use without assistance, which also provided a way for Maria to maintain her independence goal. Maria was able to virtually see Sharry and her family, and knew that Sharry was safe during the pandemic. This provided a sense of relief and normalcy for Maria during an uncertain time.



Travis also receives In-Home and Community Habilitation support from his In-Home staff, Lori. Travis is familiar with his own iPad and was excited about the idea of being able to still interact with Lori in some way during the pandemic. Travis's mother helped him set up his own email account so that he could use Google Hangouts to participate in virtual visitations with Lori.



Travis is limited in his mobility which makes it difficult to leave his home under normal circumstances. With the added stress put in place because of Covid-19 and having to quarantine, Travis was even more isolated from the community and others outside of his immediate family. He benefited immensely from his virtual communications with Lori and stated that he really enjoyed using his iPad to see her and talk with her.



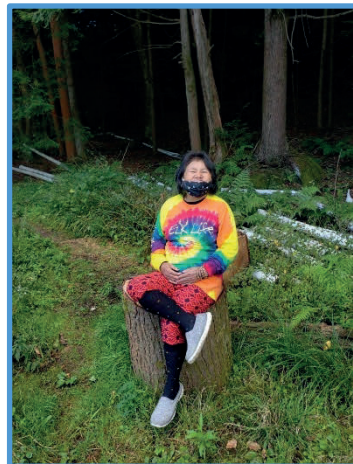
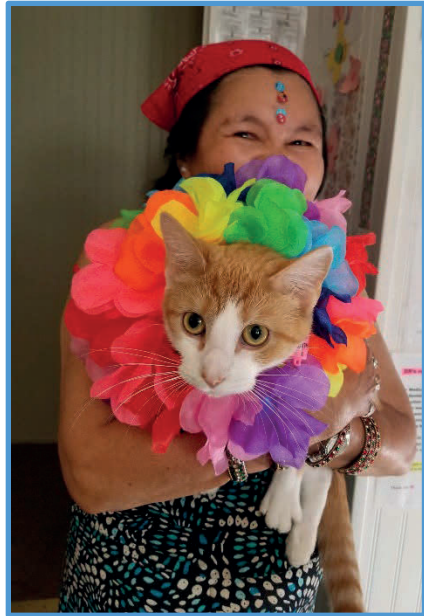
# Residential Services

Prior to quarantine, the ladies that reside at the Kendall home were very busy, Vianna was attending a day program and Nicole went to the program and worked 2 jobs! The Kendall team was very creative in order to fill the void once the pandemic started. The ladies enjoyed going to the park, going on long van rides, and enjoying an ice cream treat. Arc treated the ladies and their team to one of their favorite meals from The Olive Garden, needless to say there were no leftovers! Nikki loves music and the outdoors so we purchased a set of Beats and the team helped her download her favorite music to enjoy while taking in some sun on the front porch. Vianna loves to swing so we purchased a glider swing with a canopy and as you can see in the pictures it didn't take long for her to enjoy her new swing!



# Residential Services

Dil and her team stayed busy during the Covid 19 quarantine. Dil has gone to Benezette to see the elk, she loves going to the visitor center to walk around and drive the park area. Dil has spent the day at Cook Forest exploring. She also loves spending time at home with her cat, doing crafts, caring for her chickens and having fun with her team. As you can see, no matter what is going on in the world, Dil remains happy, bright, and cheerful.



# Arc Human Services

## Board of Directors

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**Alexa Stacher**

**James Carson**

**Gay Vroble**



## Administration

**Holly Callender**  
**Executive Director of Arc Human Services**

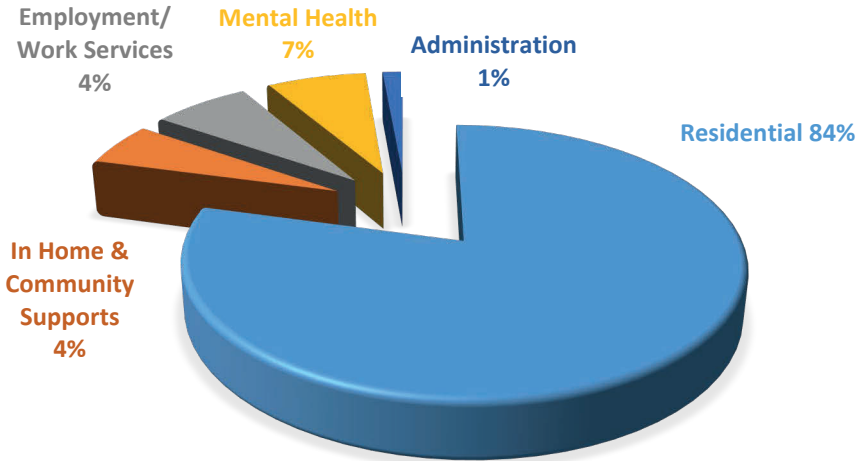
**Audra Barozzini**  
**Director of ID Operations**

**Grishma Solanki**  
**Director of MH and Clinical Operations**

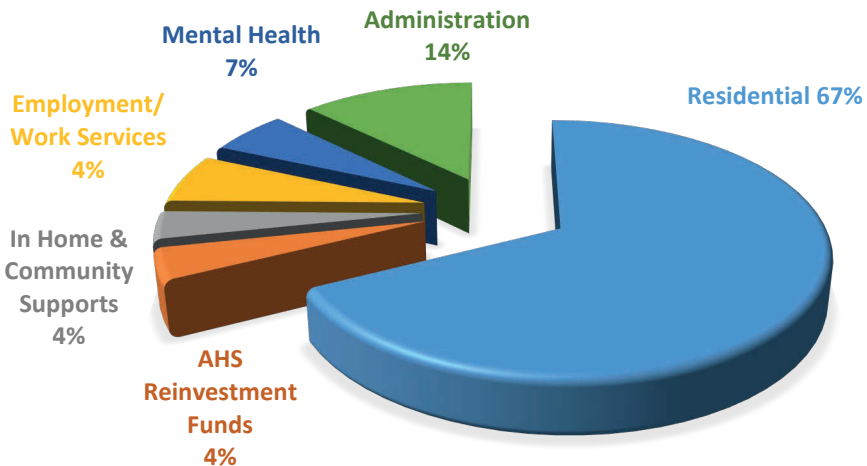
# Statement of Activities

Fiscal year July 1, 2019 – June 30, 2020, unaudited

**REVENUE: \$39,366,591**



**EXPENSES: \$39,366,591**





# The Arc of Washington County

## Board of Directors

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## Administration

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**Director of The Arc of Washington County**

## Memberships

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Allen & Janet Clingan  
Glen Comer  
James Dean  
Sharon Evans  
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James Femia  
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Regina Mader

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D K Norvell  
Nancy Nowak  
John and Dana Parkinson  
Tim & Terri Pawol  
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Kenneth Pepperney  
Ed Picchiarini & Susan Acquaro  
Mary Jo Podroskey  
Joe & Robin Scrip  
Marge Urbas  
Gay and John Vroble  
Bob & Karen Wicker  
Marilyn & Charles Yurchick  
Green Valley Packing

# The Arc of Washington County

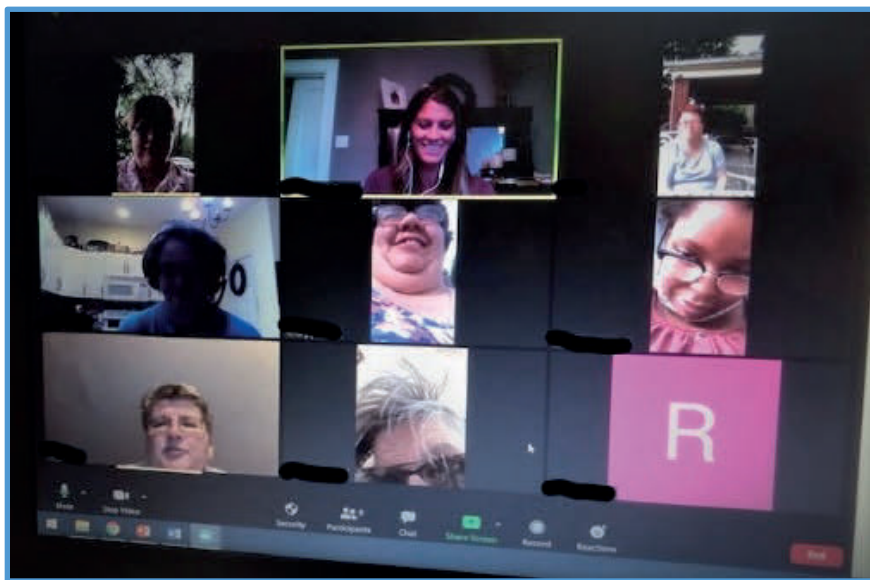
The Arc of Washington County had a successful 2019-2020 year for the advocacy and self-advocacy programs. Throughout the beginning of the year, our “Connecting Families” group brought families together to learn about various topics including Guardianship, future planning, IEP planning, and Social Security benefits.

Our Self-Advocacy program continued their discussion on Inclusion and belonging to their community. In August, our Self-Advocates hosted their 6<sup>th</sup> annual Talent show during the end of the summer carnival. Amazing performances consisted of singing, dancing, artwork and poetry.

In December, our Self-Advocates hosted their first annual Fashion Show. Our Self-Advocates and Direct Support Professionals worked the runway like no other. They wanted to share with the community what they have to offer and the main goal of the show was to raise awareness and job opportunities for people with disabilities. The Arc of Washington County partnered with Dress for Success of Washington, which is a non-profit organization that provides clothing for women entering the workforce. Some of the occupations our models chose to promote consisted of; corporate business attire, fitness, actress, Hollywood agent, and casual business.



# The Arc of Washington County



The last half of the year, was an unexpected time that enabled us to look at advocacy in a different way. Technology became a large part of how we did our work of supporting families and individuals. Multiple resources and information were provided throughout 2020 to best assist others in this unprecedented time. Information such as local food banks, activities to stay busy and connected at home, legislation that was taking place and discussions on how the COVID-19 pandemic has had an effect on people with disabilities.

Although our Self-Advocacy program wasn't continued in the traditional manner by meeting in person, we continued without missing a beat. Our Self-Advocate leaders continued to meet twice a week via zoom meetings to discuss what was happening in the world around them, how we could support others and took the opportunity to discuss future training/events. We continued our monthly Self-Advocacy meetings, where self-advocates were able to brush up on their speaking up skills, voting rights, celebration of the 30<sup>th</sup> anniversary of the Americans with Disabilities Act, Self-Determination and Self-Control skills. Now more than ever was a time to stay connected with others and we learned how to do that successfully with the use of technology.

# **AAdvantage Inc.**

## **Board of Directors**

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**Vice President**

**Robert Chuey**  
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**Secretary**

### **Members**

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**Glen Comer**

**Marge Urbas**

**Walter Gregory**

**Dr. Amy Pare**

## **Administration**

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**Chief Executive Officer**

**Joe Scrip**  
**Chief Administrative Officer**

**John Eyth**  
**Chief Financial Officer**

**Denise Jones**  
**Director of Human Resources**

**Carol Grant**  
**Director of Compliance**

AAdvantage, Inc. is the parent company of Arc Human Services and The Arc of Washington County.

AAdvantage Inc. is responsible for providing management and administrative services, which includes Human Resources Management, Fiscal Management, Property Management, and general administrative oversight.

**AAdvantage Inc.**

**Arc Human Services, Inc. - The Arc of Washington County**  
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**Phone: 724-745-3010**

**Website: [www.archumanservices.org](http://www.archumanservices.org)**  
**Email: [info@archumanservices.org](mailto:info@archumanservices.org)**