



# Building Our Future...



2010  
Annual Report

**HERKIMER ARC**

# Our Finances

## 2010 Income by Source

**Total Revenue: \$21,435,011**

Program Related Services	\$19,266,599
Herkimer Industries Sales	\$1,051,565
Fund Development	\$320,110
Goodwill / HARC Store	\$218,133 **
Other Revenues	\$578,604

## 2009 Income by Source

**Total Revenue: \$20,613,362**

Program Related Services	\$17,549,521
Herkimer Industries Sales	\$1,309,584
Fund Development	\$295,984
Goodwill / HARC Store	\$195,730
Other Revenues	\$1,262,543

\*\* Herkimer ARC's share of the retail store revenue. Store opened in April 2008.

## 2010 Total Expense by Program

**Total Expenses: \$20,672,184**

Wages	\$11,047,687
Employee Benefits	\$3,678,582
Program Related Expenses	\$5,634,544
Other Expenses	\$311,371

## 2009 Total Expense by Program

**Total Expenses: \$19,480,442**

Wages	\$10,293,447
Employee Benefits	\$3,479,475
Program Related Expenses	\$5,375,989
Other Expenses	\$331,531

**Net Surplus: \$762,827**

**Net Surplus: \$1,132,920**

# Our 2010 Board of Directors

### Officers\*

<b>Harrison Hummel, IV</b> Board Chair	<b>Jeanne De Paredes</b> Secretary
<b>Ron George</b> Vice Chair	<b>Steven Crane</b> Treasurer
<b>Marion Lawrence</b> First Vice Chair	<b>Gary Ruff</b> Past Chair

### Directors

<b>Theresa Aubin</b>	<b>Lisa Manna</b>
<b>Donald Baylor</b>	<b>Marjorie Reese</b>
<b>Anthony DeLuca</b>	<b>Jeffrey Rheinhardt</b>
<b>Sam Geloso</b>	<b>Jean Smith</b>
<b>Donna Goodbread</b>	<b>Robert Watkins</b>
<b>Stephen Jones</b>	<b>Brian Wedemeyer</b>

### Board Members Emeritus

**Anthony Bonvino**

### President/CEO

**Kevin Crosley**

\*In the first quarter of 2011, the Board of Directors voted to change the titles of the Executive staff, and subsequently, to change the titles of Board Officers.

# Our Mission

“HARC enables people with disabilities, and others in our community, to achieve full potential and enriched lives.”

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**Herkimer Industries visit:**  
**www.herkimerindustries.com**

**NYIWA, visit:**  
**www.nyiwa.com**



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# Building Our Future Building Our Future

In 2009, we celebrated our 40<sup>th</sup> anniversary coming off the best year in the Herkimer ARC's history. When we sat down to collectively list our accomplishments to incorporate into the 2010 Annual Report—we were amazed at the vast number of initiatives that were undertaken and completed. What a great testament to our staff for not resting on their laurels from previous years, and instead, moving ever forward to provide more opportunities for the people we serve.

2010 was a year of positioning ourselves for the future. In our planning, it was becoming more apparent to us that Medicaid is under tremendous scrutiny in New York State and agencies need to function differently in order to maintain the high caliber of services that we have become so accustomed to providing. We asked the question, "What's an agency to do in times of industry change?" Our answer: keep positive and create opportunities to bring in new and diverse revenue, other than traditional government funding, such as forming new business partnerships, boosting fundraising, searching for and implementing cost efficiency measures, among others.

Our success starts with an incredibly supportive Board of Directors: one that is willing to take some strategic risk while allowing our creative staff to implement plans that have a positive impact on the people we serve. As you read through this year's report, you will see firsthand how we are putting together the building blocks for our future. These steps will stabilize the Herkimer ARC's foundation and advance program services, regardless of the political climate.

We can, and must, continue to strive for financial independence. It will not be easy, but it will be necessary. The people we serve and their families and advocates are depending on us. We owe them nothing less. We know you support us, and together, we are "Building Our Future."



**Kevin Crosley**



**Harrison Hummel IV**

A handwritten signature in black ink that reads "Kevin Crosley".

**Kevin Crosley**  
President/CEO

A handwritten signature in black ink that reads "Harrison Hummel IV".

**Harrison Hummel IV**  
Board of Directors Chair

# Building Leadership & Excellence



## **Crosley Honored for Leadership and the Agency's Historic Growth.**

Herkimer ARC President/CEO Kevin Crosley was named the 2010 Nonprofit Executive of the Year by the *Business Journals of Central New York, the Mohawk Valley, and Greater Binghamton* for leading the agency to the most successful years of its forty year history.

The award honors a Central New York nonprofit executive who exhibits leadership, planning skills, strong staff growth, board development, solid fiscal management, and fund-raising skills. The recognition includes Herkimer ARC accolades from 2006 through 2009, and reflects 37 percent agency growth—making the agency one of the fastest growing ARCs of the 49 NYSARC, Inc. chapters in New York State.

Harrison Hummel IV, Herkimer ARC Board of Directors chair, comments, “We have experienced a tremendous amount of growth over the last few years. Kevin’s vision and leadership have been key to the agency’s success.”

Some achievements from 2006 through 2009 include: adding ten new site-based facilities. Fundraising increased over 300% with the agency hosting record events. Herkimer Industries (HI), the agency vocational work center and subcontracting division, grew approximately 250 percent. Services development has also been key to the agency’s growth. Fifteen new programs include children’s programs; vocational opportunities to offer unemployed individuals, such as area veterans, opportunities to learn skills to help their success in obtaining and keeping jobs; a 24-hour family support program; among others.

Those attending a luncheon honoring area leaders and extending their congratulations, include Herkimer ARC Vice President - Strategic Development Frank Reid, WCNY TV Director of Community Affairs George Kilpatrick, Herkimer ARC President/CEO Kevin Crosley and winner of Executive of the Year Award, and M & T Bank Vice President and Commercial Banking Group Manager Carl Isley.



### **Electing Community Leaders**



The Herkimer ARC Board of Directors added four new members in 2010 at the organizations’s Annual Meeting. Those joining the board include Stephen Jones, Jeffrey Rheinhardt, Robert Watkins, and Brian Wedemeyer.

Board officers elected for the 2010-11 year include: Harrison Hummel IV, chair, Gary Ruff, past chair, vice Chair, Marion Lawrence, first vice chair, Jeanne De Paredes, secretary, and Steven Crane, treasurer.

Above, Herkimer ARC Board of Directors Chair Harrison Hummel IV, left, and President/CEO Kevin Crosley, right, and Theresa Aubin, board member, thank Al Massinger, retiring board member, for his service and dedication to the Herkimer ARC Board of Directors for nine years.

### **Hosting World-Renowned Speakers**



Over 600 family members and professionals attended the 2010 Conference on Autism in October—featuring world-renowned author Dr. Tony Attwood from Brisbane, Australia.

The conference was a collaborative effort sponsored by the Herkimer ARC, Madison Cortland ARC, and The Arc, Oneida-Lewis. Pictured, from left, welcoming Dr. Attwood is Kevin Crosley, Herkimer ARC president/CEO, Dr. Tony Attwood, Angela Vanderhoof, The Arc Oneida-Lewis retired executive director, and Ray Lewandowski, Madison Cortland ARC executive director.

The Herkimer ARC is an area leader in bringing notable speakers to talk about Autism to the Mohawk Valley. These specialists present lectures, demonstrations and activities to provide tools for families, professionals, and caregivers to utilize in giving care and instruction for individuals with Autism Spectrum Disorders (ASD).

### **Self-Advocates Recognized**



The Herkimer ARC’s Self-Advocacy Group, People Are Beautiful, was recognized as the “Self-Advocacy Group of the Year” by the Central New York Region of the Self-Advocacy Association of New York State, Inc. The local group was honored for demonstrating leadership in advocating collectively.

People Are Beautiful received the award at the 2010 Regional Conference held in Syracuse, NY. The group also fundraises throughout the year to send members to state and regional self-advocacy conferences to network and to raise consciousness with regard to current issues, pertinent topics, and strategies to help enrich lives of people with disabilities.

Pictured above, People Are Beautiful members, include, front row from left, Lynn Mooney, David Suyden, and Sandy Stoltz. Back row from left, Jim Matusik, Craig Cureau, group advisor, Tish Comstock, Chris Thurston, Carmen Peruzzi, Mike Bruce, Brian Wedemeyer, and April Dennis.

Missing from photo: Lecia Hoke, Mary Rose Trask, Billie Jo Dennis, and Kari Potter.

# Building Services



**Herkimer ARC President/CEO Kevin Crosley, left, congratulates both Career Connections staff and program participants for their success in the Turning Point program. Those on hand for the celebration include, from left, Kevin Crosley, Robin Mattox, Employment Services manager, Valerie Everson and Deb Rogers, participants, Kaycie Beekman, instructor, Dawn Jaycox-Weeks, evaluator, and Kathy Leslie, Career Connections director.**

## **Transforming Lives Through Careers**

The New York State Department of Labor Emerging and Transitional Worker Training Program awarded the Herkimer ARC's Career Connections division a \$245,036 grant to assist low income, unemployed individuals, ages 18 years and older, to obtain training, education, employment, or to advance their careers.

Turning Point partners included Working Solutions One Stop Career Center; New York State Department of Corrections; Herkimer County Department of Social Services; Herkimer County BOCES; and Herkimer County Community College.

Herkimer ARC President/CEO Kevin Crosley explains that the results of the 2010 program have been meaningful to the individuals participating. "I am so proud of our Career Connections staff and the individuals who participated in the Turning Point program as their successes have been outstanding," Crosley says. "Our goal was to assist economically disadvantaged and unemployed or under-employed people in Herkimer County. Over a year-long period, the grant required we serve 50 participants—Career Connections staff served 96 participants. We helped to make important changes in individuals' lives such as enrolling 11 people in a trade school or college, and working with 18 participants to obtain their GEDs. Staff helped 30 participants find employment—jobs they were able to keep for over 90 days. These numbers reflect the true compassion and dedication of our staff and partners to help individuals who have struggled in the areas of searching for a job, training, or education."



## Renovations Support New Programs



A new dance room, a water therapy tank, and a greenhouse, which can accommodate individuals in wheelchairs, and classroom renovations are just a few of the positive changes Day Program participants are enjoying at the Gail W. Brown Center and S. Washington Street sites. Construction and renovations began last year and will continue throughout 2011.

Day Program participants are especially eager to begin activities in the water therapy tank. Yvonne Kovits, OTR/L, Herkimer ARC occupational therapist, is now certified as an Aquatic Therapist. She is one of a select few in New York State who has the credentials to work with people with disabilities in the water.

Above, from left, Kathleen Kisel, a direct support professional, shares dance moves with Amanda Jeffreys and Faith Singer.

## Helping Children Love Reading



Above, Dominic Downes enjoys reading a book with Christine Brockway, a Herkimer ARC direct support professional. A \$2,000 Early Childhood Reading Grant, given by Target, is being used to purchase books to help children with developmental disabilities, who participate in a “Little Wonders” group, to learn to love to read. Additionally, the program helps better prepare children for school and independence in the community.

The new 2010 program welcomes children, ages 3 to 5, on Saturdays to the Herkimer ARC’s Recreation Center and offers activities emphasizing development of language, motor skills, and social skills. Typical activities include role play, music and story time, interactive games, sensory stimulation, arts and crafts, among others.

The Stewart’s Foundation also presented a gift of \$750, which was utilized to purchase educational supplies for participants in the Little Wonders program.

## M & T Bank Supports Vital Services



M&T Bank officials presented an \$8,500 grant from the M&T Charitable Foundation to support the Herkimer ARC’s Guardianship and Corporate Guardianship Programs and Family Support Counseling Services.

“This generous grant is a wonderful example of the support and generosity of M&T Bank to help uplift people in our community,” comments President/CEO Kevin Crosley. “This money will assist in sustaining important services with a positive impact on individuals and families. Our Family Support Counseling Services impact our community as a whole and fosters better living environments. Parents and children learn skills to improve their quality of life. Our Guardianship Program assists families and also individuals who are unable to make life decisions on their own.”

Above, M&T Bank officials, Ralph Hale, left, vice president-branch manager, and David Manzelmann, right, market president Mohawk Valley, are thanked by Kevin Crosley, and Susan Streeter, Herkimer ARC VP - Day & Community Supports, for their generous grant to support unfunded and underfunded programs.

# Building Community



The new HARC Business Park at 420 East German Street in Herkimer, which was donated to the Herkimer ARC in the fourth quarter of 2009, currently houses several businesses. The goals of the facility are to foster the success of small or start up businesses, to create new or maintain current jobs in Herkimer County, and most importantly, to encourage and foster employment of individuals who have developmental and other disabilities.

## **Building, A Strategic Plan to Create Community Jobs**

When people walk or drive by the 120,000 square foot manufacturing facility on East German Street in Herkimer, the first thing they might notice is the new, modern LED business sign—which flashes electronic messages and signals a positive future for the once, nearly empty industrial site.

Herkimer ARC President/CEO Kevin Crosley explained the HARC Business Park, formed in 2010, will help the nonprofit service agency to create diverse funding streams. Renovation of the facility is part of a strategic plan to help position the agency for changes and cuts in government funding for programs for people with disabilities.

“The site will become a community resource for industrial use and commercial real estate,” Crosley explains. “Our goals are for the property to serve as a springboard for community development and expansion of business concepts, and to create and maintain jobs in Herkimer County. The potential is just so promising” he adds.

Renovations are progressing, and the HARC Business Park is already attracting new business and creating jobs. The facility currently houses a segment of the sorting operations for the Goodwill-HARC Store & Donation Center. Additionally, a large area of the first floor accommodates spool refinishing for Albany International, a global advanced textiles and materials processing company. The agency is also in negotiations with a local yogurt manufacturing company to occupy the basement floor.

In 2011, the installation of an elevator and other projects, will allow the Herkimer County Chamber of Commerce, and other commercial tenants, to move into modern office facilities in the fall.



## Raising Community Awareness



The Herkimer ARC attracted a record number of members—1,257 to be exact—during the 2010 Membership Campaign.

“Membership matters!” says Dominic Frank, VP - Fund Development. “Members have a positive impact by helping to increase public awareness regarding the needs, rights, and, most importantly, the abilities of the folks we advocate and provide service for. Additionally, our members strengthen our voice when we talk to local, state, and federal government leaders.”

Above, members of the Herkimer ARC People Are Beautiful Self-Advocacy group meet with Assemblyman Marc Butler, second, left, to discuss meaningful issues. Advocacy members include, from left, April Dennis, Mike Bruce, and Tish Comstock.

## Living in a Beautiful Neighborhood



Herkimer ARC’s Residential Services homes are truly a part of their communities as all 21 residences, including a respite center and supportive apartments, are located in the villages and towns throughout Herkimer County. There are a variety of settings, from apartments to traditional two-story to wheelchair accessible ranch homes. In addition, five individuals live with family care providers, and respite services are offered at a Respite Center in Little Falls.

Residential Services opened their newest home on March 1, 2010. Six residents faced a cold day to move into a warm and loving one-level ranch home, which is wheelchair accessible and offers a recreation center room in the basement and a large back yard with a deck. The home was completely remodeled to ensure as much independence as possible and to accommodate individual needs, such as wheelchair accessibility and safe transfers from furniture and bathroom fixtures.

## A Special Community Project



In Fall 2010, the Herkimer ARC applied to Leadership Mohawk Valley, an organization committed to the development of area leaders, to be considered for one of the six projects the organization assigns to its class of 2010-11 to complete for area nonprofits.

The Herkimer ARC project was approved and a six-person team, led by Brandon Lovett, director of Parks and Recreation for the City of Oneida, has created an exciting and comprehensive plan to turn approximately 3.5 acres or more at the HARC Business Park into a community playground and fitness area. The park would not only welcome area residents, but also accommodate people with disabilities with special surfaces and equipment.

In January 2011, the project group approached the Village of Herkimer Board of Trustees with the plan and several renderings (see above) and the possibility of including an adjacent Village park in the project. The Trustees agreed to continue discussions of supporting the park project after the group presents their completed project at their May 2011 graduation.

# Building Partnerships



**Herkimer ARC President/CEO Kevin Crosley, center, shows members of The Community Foundation of Herkimer and Oneida Counties, Inc.: Trustee Linda Cohen, left, and Senior Program Officer Jan Squadrito, right, the finished paving project at the HARC Business Park. The Community Foundation is also assisting with an elevator renovation project with a \$75,000 grant in 2011.**

## **Helping to Pave the Way to Success at the HARC Business Park**

Thanks to a \$60,000 grant from The Community Foundation of Herkimer and Oneida Counties, Inc., and the Wesley & Marion Small Fund, the Herkimer ARC is paving the way to create and maintain jobs in the community.

The grant assisted with blacktopping the parking lot at the agency's newest site: the HARC Business Park in Herkimer, NY. The paving was done by a local contractor. The blacktop now surrounds the 120,000 sq. ft. building and 83 parking spaces were lined at the complex.

Crosley thanked The Community Foundation for playing a significant role over the years to assist with the expansion of services and employment for people with disabilities. "Along with the paving project, The Community Foundation has been instrumental in assisting the Herkimer ARC over the years to generate supplemental revenue," Crosley says. "Several examples include helping to fund the purchase of a baler, which is currently utilized in our Goodwill-HARC Store & Donation Center to create profits from salvaged goods. The Community Foundation also assisted the Herkimer ARC in creating state-of-the-art training facilities, and for purchasing sewing equipment at Herkimer Industries, our vocational work center. We are truly grateful to The Community Foundation for their support and for further inspiring the Herkimer ARC to share in the responsibility of improving our community."

## IT Partners with Software Co.



In tailoring a software company's software to specific agency needs, the Herkimer ARC Information Technology department so impressed PrecisionCare Software, that they have partnered with IT to utilize their expertise in specific areas. In 2010, Herkimer ARC became a Regional Agency Partner, which allows members of the IT department to sell PrecisionCare products and to provide account management and training for other human services agencies in Upstate NY. This partnership allows the Herkimer ARC to utilize its staff's expertise to bring in revenue for the nonprofit organization.

Above, Herkimer ARC President/CEO Kevin Crosley, left, and IT Director Mike Schultz, right, welcome Precision Care President John Sheehan as a business partner.

## Cream Always Rises to the Top



Tim Joseph, owner of Maple Hill Creamery, says, "Herkimer Industries is doing an awesome job and we are excited to work with the HI team even more in the future."

Ditto from the HI team and workers like Linda Kellog above, who are very happy to work with a company who not only produces quality products, but also one who embraces the mission to provide meaningful work for people with disabilities.

Maple Hill Creamery produces 100% grass-fed dairy yogurt products. HI workers, which have grown to five and a supervisor, completed labelling 270,000 containers in 2010. The group labelled 95,000 in the first quarter of 2011, which puts them on pace to complete 324,000 for the year.

The Maple Hill Creamery numbers and other production statistics demonstrate workers with disabilities are meeting, and in many cases exceeding, the demands of Herkimer Industries' commercial partners.

## Becoming an Energy LED Leader



Valarie Postiglione, above, uses a jig to precisely cut the wires on individual LED lights, which will fit perfectly when installed in the Herkimer Industries (HI) conference room to replace the fluorescent lighting. She joins a growing number of HI workers who are working on LED products in partnership with Fiberdyne Labs in Frankfort, NY.

Mike Lamb, VP - Industrial Operations, explains that Herkimer Industries' biggest job in 2010 was retrofitting existing outside lights at the children's playground at the Corning Center in Albany, NY.

"LEDs lights emit more light per watt than incandescent light bulbs, last significantly longer which means they have to be changed less often, and are therefore more efficient and can lower costs for our customers," Lamb says. "In partnership with Fiberdyne, HI has become a Preferred Source for LED Lighting in New York State. Ultimately, that will allow state agencies to come directly to HI to purchase specific LED products. In turn, these products support green initiatives, which help protect our environment and keep workers with disabilities employed," he adds.

# Building Diverse Revenue



## **First Run Demonstrates Pure Heart & Sole**

Seventy seven area runners showed up on a beautiful Fall 2010 morning to participate in the Herkimer ARC's Heart & Sole Awareness 5K Run on Saturday, October 2. They competed for prizes and had a great time taking part in the inaugural run to support people with disabilities and others in the community.

The Heart & Sole 5K was held at the Herkimer ARC's newest site: the HARC Business Park and included a visit by the Utica Zoomobile and a live remote from Bug Country 99.7. Additionally, information tables from various Herkimer ARC programs were set up to allow runners and their families to learn more about the nonprofit agency.

Race Director Audrey Hartman commented, "Many people put a lot of effort to make this a great event. We would especially like to thank Jim Moragne, an avid runner who has a wealth of experience with the Utica Roadrunners, the Boilermaker events, and other running groups, who helped to ensure our inaugural event was well-organized in the area of registering and timing runners. Our goal for the run is to continue to get to know our community, while individuals learn more about us and the meaningful and vital programs the Herkimer ARC's provide."

The 2011 "Heart & Sole Awareness 5K Run will be held Saturday, September 10. The run committee is in the process of putting together training runs to get individuals ready to participate in the next event.

Runners competed and showed true heart and determination in the Herkimer ARC's inaugural Heart & Sole Awareness 5K run. The top overall runners were: Heather Devitt and Michael Abdallah.

Age division winners included: Ages 11-19, Female: Kelsey White, Alexandra Bandel, and Peyton Risel; and Male: Kyle Rappleyea, Eric Lanza, and Josh Lanza.

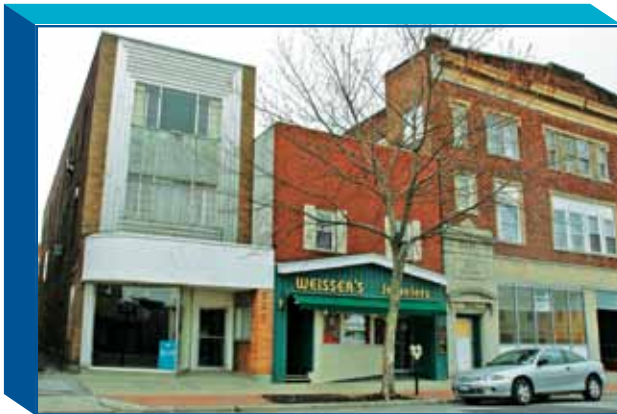
Ages 20 - 29, Female: Kayleigh Riesel, Jessica Bowman, and Tiffany Leiphart. Male: Phil Boyd, Dan Darjany, and James Marosek.

Ages 30-39, Female: Erin Ludwig, Carrie French, and Shannon Wheat. Male: Miles Ackler, David Shue, and Ryan Misencik.

Ages 40-49, Female: Sharon Lanza, Jennifer Kraszewski, and Brenda Briggs. Male: Scott Clarke, Paul Turner, and David Erb.

Ages 50 and over: Female: Sue Tucker, Pam Gydesen, and Carol Moore. Male: Bill Kosina, Jim Roach, and Bruce Archer.

## Donation to Help Enrich Programs



The Herkimer ARC is the recipient of a donation of a commercial storefront on Main Street in Herkimer (above photo, left), which housed the AAA Auto Club and Travel Agency. The site was donated by the Automobile Club of New York, Inc.

“We truly appreciate the generous donation,” comments Herkimer ARC President/CEO Kevin Crosley. “The building’s storefront has the potential to be a perfect home for the safety equipment company we are in ongoing negotiations to purchase. Not only can we offer merchandise that the current company sells, but we also can showcase first responder and safety products put together by workers at Herkimer Industries. In the end, the building will create agency revenue other than government funding to enrich programs.”

## Circle of Friends Boost Endowment



The Herkimer ARC’s Circle of Friends began in 2007 to provide financial support for the programs and services of the Herkimer ARC. Each member—an individual, couple, family or business—pledges a minimum of \$500 per year for five consecutive years.

As of 2010, pledges from Circle of Friends members now support the Herkimer Area Resource Center fund, an endowment created to support and sustain unfunded and underfunded programs at the Herkimer ARC. To date, members have pledged over \$150,000.

Above, Herkimer ARC Board of Directors and members of the Circle of Friends, from left, Marge Reese, Donna Goodbread, Lisa Manna, and Board Chair Harrison Hummel IV, enjoy an October function to mingle with other members and recruit new donors. Members of the Circle of Friends enjoy two functions per year, and are invited to share in other special events.

## Wine Auction Raises Over \$205,000



The New York International Wine Auction (NYIWA) not only reached the milestone of celebrating 15 years of raising funds to empower people and enrich lives, the charity wine auction continues to thrive—setting two records for sponsorship and auction gross at the October 2010 event. Proceeds from NYIWA help the Herkimer ARC to support people with disabilities and others in the community.

2010 Event Cosponsors were Annese & Associates, Inc., and NBT Bank.

Pictured above, first-time wine auction attendees, Peter and Debbie Hilger from Indianapolis, IN, were high bidders on a trip to Paris, France to the famous Le Cordon Bleu at NYIWA 2010. Seated are Peter and Debbie Hilger, and standing, left to right, Herkimer ARC VP - Fund Development Dominic Frank, Wine Model Bianca Castellano, Sommelier Johannes Neckermann, and Wine Model Melissa Moorehead. The Hilgers were also one of the top ten bidders of the evening.

# Building Teams



## **New Team Forging New Business Relationships**

Herkimer Industries' (HI) Sales Team is complete with the addition of Suzanne Bakiewicz as a National Contracts Specialist. She joins Jim Carroll, who is driving subcontracting sales, and Joe Maiola, who is securing state agency contracts.

"Our HI team is doing very well," comments Mike Lamb, VP - Industrial Operations. "In 2010, we connected with great customers and sold innovative products to keep 150 workers employed. Our new work with Albany International, a global advanced textiles/materials processing company, employed a supervisor and nine individuals with disabilities to refinish 140,000 spools to return for industry use. By July 2011, we hope to ramp up to 14 workers and two supervisors working at a 400,000 pace. These numbers indicate our quality work standards to provide outstanding products and services."

HI also began a subcontracting assembly and packaging partnership with Fiberdyne Labs. HI and has become a New York State leader in selling Fiberdyne LED lighting products to state agencies due to that integral relationship. Bakiewicz is now working with federal government agencies to help HI to become a national leader in LED sales.

Herkimer Industries is also working toward ISO (International Organization for Standardization) compliance—then, ultimately, certification. The adoption of ISO means that suppliers can develop and offer products and services meeting specifications that have wide international acceptance in their sectors, and can compete on many more markets around the world.

Above, VP - Industrial Operations Mike Lamb, center, and Jim Carroll, contract specialist, welcome Suzanne Bakiewicz, who will spearhead national contract sales. Missing from photo: Joe Maiola, state contract sales specialist.

Bakiewicz will work with the Ability One program, a federal initiative to help people who have significant disabilities, to find employment by working for nonprofits that sell products or services to the U.S. government. Maiola works with NYSID, a not-for-profit member agency organization, that has been meeting the purchasing needs of state and local governments, while advancing employment for New Yorkers with disabilities. Carroll calls on private industry both locally and nationally.

Although each representative has different markets, the sales team collaborates to sell Herkimer Industries subcontracting services and products to private companies, and local, state and federal government agencies, including the U.S. military.

## Working Together to Save Money



The Herkimer ARC continually searches for avenues to become more cost efficient. The Cost Efficiency Committee, headed by Frank Reid, VP - Strategic Development, put together a suggested list as to where the agency might save money. The Executive Team prioritized that list and came up with three areas: outsourcing, long-standing contracts, and staffing levels. Although work is continuing to look for the most cost effective ways to provide services—one study actually determined the Custodial department is actually more cost-efficient than hiring an outside vendor to provide the service. The department is also a work enclave for people with disabilities. Above, Custodian Nick Liscio, center, and the workers he supervises John Kinsella, left, and Ron Hill.

## Working to Retain Qualified Staff



After completing a pilot program, the Herkimer ARC welcomed its second 2010-11 Mentorship class in September. The goal of the program complements the agency's strategic plan to recruit and retain highly qualified and full-empowered staff.

Positive outcomes include promoting leadership, increasing skills, opportunities for growth, and working with people from different backgrounds, among others.

The 2010-11 class includes, from left, seated, Deborah Zampardi (Staff Development - Training), Jen Helmer (Day Services), and Richella Abell-Hawes (Quality Assurance). Back row, from left, Andrew Cristman (Information Technology), Catherine Loomis (Career Connections), Brenda Morse (Residential Services), Frank Reid (Strategic Development), Shawn Schultz (Residential Services), Michele Brewer (Family Support Services), and Dominic Frank (Fund Development).

## Providing Vital Team Nursing Care



The Herkimer ARC Nursing team, headed by Nursing Director Kim Scalise, RN BS, spent much of 2010 putting staff in place and restructuring to provide vital and meaning care. With hiring complete, the Nursing department now includes four Residential Services based RNs, a Day Program RN, and a RN who provides health care training.

Scalise and her team also worked in collaboration with the Residential program to implement a Medical Model Home, staffed with direct support professionals, and two full-time LPNs and 2 part-time LPNS to ensure 16 hours of coverage a day to assist a growing aging and medically-frail population.

Above, the department's registered nurses include, from left, Kim Scalise, Tracy Lebert, Wendy Knox, Connie Helmer, Cindi Eastman, Renee Roberts, and Adrienne Hunt.

Roberts joined the nursing staff in 2010 as a recent graduate of SUNY Brockport. She has been with the agency for over five years, starting her career as a direct support professional. She is now working in a new position to assist with triaging after-hour medical issues.

## 2010 Annual Meeting

Nearly 150 members of the Herkimer ARC family and guests joined together to celebrate the agency's accomplishments at the 2010 Annual Meeting held at Francesca's Banquet & Catering in Ilion, NY. Several individuals were also honored for their inspiration and dedication to people with disabilities.

The Inspiration Award is presented each year to an individual who faces the challenges of a disability with a positive spirit to inspire others; who serves as a role model; and whose contributions enhance quality of life. Award winner Lynn Mooney was honored for her positive outlook, her work to overcome barriers, and serving as a role model both at work and in the community. Lynn is also an active member of the Herkimer ARC Self-Advocacy group to advocate for people with disabilities.

The Gail W. Brown Award recognizes an employee, who continually strives to improve services; who is innovative, creative and visionary; who practices and promotes consumer empowerment; and who inspires and motivates others toward achievement of Herkimer ARC goals. Residence Manager Andy Davis was honored with the award for his dedication, creativity and commitment to individuals with Autism at the Hinman Road residence. Andy consistently goes above and beyond both at work and sharing special trips and projects beyond the work day.

The Person-to-Person Award recognizes individuals in the community who show compassion and respect; demonstrate unconditional love and acceptance; and enable individuals with disabilities to achieve their full potential. Ed View of Mohawk, NY, was honored for his time, enthusiasm, and commitment to help train a puppy named Chewy, who lives at Herkimer ARC's Brookside residence. Ed took time out of his busy schedule to help walk the dog and work with Herkimer ARC staff to better understand the best ways to train the dog so that he is calm, loving and obedient. According to Chewy's "housemates"—he's an amazing dog and they love the affection he gives them.

## Volunteers of the Year

Over 200 volunteers were honored for giving their time and talent to individuals with disabilities at the 2010 Volunteer Luncheon, catered by students at Herkimer County BOCES.

Gary Ruff, vice chair of the Herkimer ARC Board of Directors, was named Volunteer of the Year for his dedication and the time and energy he donates to the Board of Directors and to fundraising events. Gary joined the board in 2001 and he has served in various officer roles and on numerous committees such as Strategic Planning and Corporate Compliance, among others. Additionally, he currently serves on the NYSARC Board of Governors and the NYSARC Corporate Compliance Committees. He supports various fundraisers such as recruiting walkers and golfers for "A Walk In My Shoes" Disabilities Awareness Walk and the Enabler Golf Open.

Amy Coleman, a physical education teacher at Mt. Markham Middle School, was honored for her work to organize students to participate in "A Walk In My Shoes" - a disabilities awareness walk, hosted at the middle school. In 2008 and 2009, middle school students raised more than \$1,400 to support people with disabilities. Amy not only rallied and coordinated students and their pledges and the details of the walk—she also provided a party for the students after they completed the walk.



**Lynn Mooney was honored with the 2010 Inspiration Award. She worked at the Goodwill-HARC Store & Donation Center and now works for Herkimer Industries.**



**Herkimer ARC President/CEO Kevin Crosley presents Gary Ruff with a plaque to thank him for his countless hours and dedication as Board of Directors President from 2006 to 2009.**

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