



Achieve With Us

The Arc of Davidson County is committed to securing for all people with intellectual and developmental disabilities the opportunity to choose and realize their goals of where and how they learn, live, work, and play. We are an affiliated chapter of The Arc of North Carolina and The Arc of the United States. Formed in 1964 by people concerned about the lack of services provided to children, adults, and friends with disabilities, The Arc is comprised of parents, educators, professionals, community citizens, and people with intellectual and developmental disabilities who are working toward a common goal of improving the well-being of persons with developmental disabilities through advocacy, research, and education. The Arc has been awarded National Accreditation through the Council on Quality and Leadership. CQL Accreditation measures the organization's direct impact on the lives of people receiving services from the perspective of the people themselves.

2019

- May**Annual Awards Meeting
Fourth Annual Triad Taste held
 - July/August** Inclusive Summer Respite Program held for ninth year in partnership with Davidson County Parks and Recreation.
 - September**... Celebrated Direct Support Professionals Week
Another 4 year accreditation with Council on Quality and Leadership awarded
Accepted proclamation from Lexington City Council for Disability Employment Awareness Month
 - October**..... Second annual Barrier Awareness event held
35th Annual Beach trip, 45 folks participated
Wings for All event held at Piedmont Triad Airport
 - November**... Operation Santa gifts delivered to Davidson County residents at O’Berry Neurological Center
Launched electronic health records system
 - December**.....Awarded WalMart grant
- 2020**
- January**..... New Board member orientation
 - February**.....Lexington and Thomasville City Councils and Davidson County Commissioners proclaim March Developmental Disability Awareness Month.
 - March** The Arc recognized with Distinguished Affiliate Award by The Arc of NC. Other Davidson County recognitions include: Teacher of the Year Award
 - April/May**... Approved by NC Vocational Rehabilitation as Community Rehabilitation Program
In Home Skill Building added to array of services
 - Ongoing** Newsletters
Individual advocacy, resource and referral for 100 individuals.
Presentations to civic, business, non-profit organizations, Davidson County Health Department, library, church groups, school nurses
Surrogate parent and Advocate for Individualized Education Program meetings

Service array: Four group homes for 23 adults
Innovations Respite, Community Living and Supports, Community Networking, Day Supports, Supported Employment
B3 Respite, Supported Employment, In Home Skill Building
Community Rehabilitation Program through NC Vocational Rehabilitation
Inclusive Summer Camp



Annual Report

2019 - 20

INSIDE:

Director's Corner
Membership
Staff
Quality Assurance Plan
Join us!
Highlights

Contact us!

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Residential Program Director
- TeresaMcKeon
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Executive Director



President's Corner

Wow! Life has certainly been different for the last 5 months. Covid -19 has certainly made all of us change the way we think, the way we live and the way we work. It has interrupted our routines, our engagement with others and has made each of us learn new ways of doing daily tasks.

We have learned to meet as a Board through Zoom and the people we support have learned to use technology to connect with their families while they have distanced themselves while living in our group homes.

What hasn't changed is the wonderful group of people who are led by our Executive Director Teresa McKeon to provide the best possible support to the people we support. Schedules had to change and routines had to change.

That in itself is hard for anyone but the team at The Arc of Davidson County has stepped up to meet each and every challenge that has been placed before them. They continue to work diligently to make sure that all needs are being met and new opportunities for those people with IDD are put into place.

On behalf of the Board of Directors I would like to say thank you to the wonderful staff that work in our group homes, those that work at the Bridges Day Program, those that work with our Innovations program and all of the non-residential supports and everyone who is part of the team at The Arc of Davidson County. Each of you has shown your commitment to serving others in our community and it is greatly appreciated.

Kelly Young, President
The Arc of Davidson County
Board of Directors

Board of Directors:

- Regan Abele**
- Andy Bowlin**
- Karina Camp**
- Courtney Crowson**
- Dave Hiller**
- Derrick Hopkins**
- Tonya Lanier**
- Cheraton Love**
- Joan March**
- Will Miller**
- Jennifer Owens**
- Pat Phillips**
- April Rich**
- Keith Wingler**
- Kelly Young**



Carrie Loflin and Mathew Patterson, both educators with Davidson County Schools, were honored by The Arc of North Carolina with awards for Excellence in Teaching.

The Arc of Davidson County received the Distinguished Affiliate Award. A chapter that receives the Distinguished Affiliate recognition has met stringent criteria and has provided advocacy, instituted programs, encouraged diversity, participated in and supported activities that benefit people with intellectual and developmental disabilities in their communities



Director's Corner...Teresa McKeon

The first 8 ½ months of the 2019-20 year were wonderful-we held another successful Summer Camp, Barrier Awareness event, and Wings For All. The entire community involving The Arc celebrated with another four-year accreditation with the Council on Quality and Leadership and we were excited to develop our learning into more rich and diverse opportunities for the people we support. We were midway through observances of March as Developmental Disability Awareness Month and on track for another wonderful Triad Taste, Annual Awards Meeting, Community Resource Fair, and summer camp.

None of us could have prepared for what we have been experiencing since mid-March. In our agency, we immediately went into shelter in place mode

within our group homes and suspended all non-residential services. Each day, sometimes hourly, we monitored the environment, listening for guidance from our health care professionals, local and state leaders. The health and safety of the people we support, their families, and our team were upmost in our planning.

While society has celebrated health care professionals and other frontline workers, one vitally important group of essential workers are often forgotten- **Direct Support Professionals.**

While the people we support in our group homes stayed home for 4 months, an incredible group of DSPs worked around the clock, continuing to provide excellent care and emotional support. Without these amazing people, the lives of the individuals we are humbled to

work for would have been totally upended. Our team of DSPs came to work with a smile on their faces, knowing their days would be long and boring-regardless of how many diversions we could create.

When we began to offer face-to-face supports, our team of DSPs and Employment Support Specialists in non-residential services came back, masked up and ready to social distance. Their priority? Ensuring that people could continue to have fulfilled lives, even in the midst of a pandemic.

I continue to marvel at how incredibly resilient the people we support are and can never express enough gratitude for our essential workers-our heroes-our Direct Support Professionals.



We appreciate our Human Rights Committee members:

Courtney Crowson
Lisa Godbey
Ellen Morris
Ravin Shah
Donna Trotter
Shakiera Verdell



Meet Our Staff



Thanks to our Members

Tevin Barnes
Beverly Berrier
Bob Burchette
Karina Camp
Bleasha Carroll
Courtney Crowson
Andrew Darr
Julia Dunn
Mary Sue Fortner
Barbara Frizzell
Sid Gallimore
Lisa Godbey
Joanne Hancock
Jon Hill
David Hiller
Kevin Hoover
Derrick Hopkins

Sherry Jones
Harold Kennedy
Marcia Kennedy
Pam King
Ashley Laurens
Cheraton Love
Warren MacKinstry
Joan March
Lyndsay Martin
Teresa McKeon
Teresa Miller
Ronnie Miller
Will Miller
Larry Morrow
Lessie Myers
Dawn Myers
Jennifer Owens

Jonathan Owens
Pat Phillips
Randy Reid
Libby Samuels
Teresa Shaw
Norma Sirkisoon
Melody Snow
Sherry Suggs
Sue Surratt
Chris Surratt
Regan Abele
Kevin Trotter
James Twomey
Seth Walser
Amanda Wilson
Kelly Young

Residential Program Director **Lyndsay Martin** Director of Programs **Tracy Hatcher**
Bridges Program Coordinator **Julianna Daniels**
Qualified Professionals **Renee Bellemore** **Cynthia Morris** **Joanna Karfit**
Direct Support Professionals: **Nakia Allen** **Bobbie Brigman** **Robin Clinard**
Loretta Crockett **Jennifer Dansby** **Alleya Dockery** **Abbey Galloway** **Drew Gibson**
Mary Hargrave **Amanda LeCompte** **Lois Johnson** **Michael McKinney**
Jim Moore **Michele Payne** **Teresa Morgan** **Kassie Saladrigas** **Cindy Sanchez**
Leigh Ann Thompson **Tabetha Threadgill**
Bookkeeper **Beverly Berrier** Receptionist **Barbara Frizzell**



The Arc of Davidson County Membership Application

I support the Core Values of The Arc:

- People First
- Democracy
- Visionary Leadership
- Community Participation

Your membership with The Arc provides you with the following benefits:
Representation at the state and national levels
Recognition on our website and Annual Report

Your tax-deductible contribution may be eligible for a matching gift by your employer. Ask your Human Resources representative how to double, or even triple, your gift.

Please fill out the following and return to The Arc.
1900 S. Main St. Lexington NC 27292
Make checks payable to "The Arc of Davidson County"

Name: _____

Address: _____

City, State, Zip: _____

Phone: _____ Email my news _____

Self-Advocate/Student \$10

Supporter \$25-99

Partner \$100-249

Benefactor \$250 or more

The Arc of Davidson County, Inc.
2020-2021 Quality Management: Basic Assurance Monitoring Plan
Quality Assurance and Quality Improvement Activities

Employee Education and Training:

In order to improve the abilities of staff in providing quality services, ongoing training needs will be assessed and opportunities for training will continue to be coordinated. Documentation of training will be maintained. All Direct Support Professionals will continue to train in NCI +, CPR, First-Aid, Cultural Diversity, Person Centered Thinking and Planning and other trainings to enhance staff development.

Professional Supervision of Direct Support Professionals:

Professional supervision will be provided to all Direct Support Professionals by Qualified Professionals and Program Coordinators/Directors through staff meetings, individual evaluations and onsite observations per written policies. Annual supervision plans will be developed and reviewed regularly to be in compliance and ensure that staff is performing activities within their capabilities.

Program Activity Evaluation:

Program activity evaluation will continue to be conducted quarterly and annually by the Qualified Professionals. Written reviews will be provided at The Arc of Davidson County Board meetings. Program evaluations will be conducted annually to address and resolve problems related to the provision of individual services. Annually, a review process will be utilized by using surveys of people supported, staff, family, and community members.

The Division of Facility Services (licensing body):

- Complete and Submit Annual Licensure application in Fall 2020
- Complete Licensure and Operational Annual Requirements
- Health & Fire Inspections, USDA Audits, and HUD Inspections and Reviews
- Ongoing per due dates

Record Utilization and Peer Reviews:

Individual Service Record Reviews and Peer Reviews will be scheduled quarterly and annually to be performed by The Arc Direct Support Professionals. Record and peer reviews will ensure compliance of state operational standards and promote best practice concepts. The Qualified Professionals will prepare written reports of the record review, utilization and peer reviews and be responsible for the implementation of changes to assure that services meet all applicable standards of practice. The report, along with a summary of changes implemented, will be submitted as part of the quarterly Quality Assurance activity report

Resolution of Identified Problems:

For all quality assurance activities outlined, written documentation of problems and resolutions will be provided. Written reports will be on file at The Arc Administrative office. Reports will be submitted to the Quality Assurance and Quality Improvement Committee (Human Rights Committee) and The Arc Board members at quarterly Board meetings.

Approved by the Board of Directors, June 4, 2020

The Quality Assurance Plan provides a basis to ensure that all people supported receive the best quality of care appropriate to the needs of the individual. Our agency will continue to strive to ensure that each individual has quality life experiences to enable them to become a productive member of the community. This is our commitment to a person-centered approach.

The Arc of Davidson County will continue to implement State Standards and Managed Care Organization contract requirements and strive to enhance our delivery of services to include Post-Payment review with Cardinal Innovations Healthcare per contract.

The Qualified Professionals will prepare quarterly and annual reports on quality assurance activities. Policy and Procedures and QA/QI will be reviewed and updated as changes occur to ensure ongoing compliance. The Arc will continue to comply with all standards set for an accredited agency with the Council on Quality and Leadership. Our Basic Assurances Monitoring Plan for 2020-2021 ensures the following outcomes are met:

- People are Safe
- People have the Best Possible Health
- People have Continuity and Security
- People are Free from Harm and Mistreatment
- People Exercise Rights
- People are connected to Natural Support Networks
- People have Positive Services and Supports
- People are Treated Fairly
- Staff have Resources and Supports

In conjunction with monitoring Basic Assurances, The Arc of Davidson County QA/QI Improvement Activities encompasses the following:

Community Inclusion and Self Advocacy:

Individuals will be encouraged to become members of a civic organization of their choice and attend monthly meetings. Staff will provide assistance to individuals in identifying civic organizations and will document schedule on individuals' calendar and provide transportation. Memberships will prompt community inclusion and increase independent living skills. People are encouraged to participate in recreational programs, YMCA activities and community events. The interests of the individuals and their culture will direct activities. Participation in naturally occurring, integrated community activities will be the primary focus across both residential and non-residential services.

Cultural Diversity Activity:

Individuals are encouraged to participate in community diversity activities such as the Multi-Cultural Festival. The Qualified Professionals will be responsible for a summary of the effectiveness of these events. A written report will be submitted to the Quality Assurance/Quality Improvement Committee as a part of the quarterly assurance review.