

REPORT 2020 October Cycle

GENERAL INFORMATION

Organization Information

Legal Name: Arc of San Antonio (The)		Federal Tax ID#: 74-1200110	
Address: 13430 West Avenue	City: San Antonio	State: TX	Zip Code: 78216
Website: http://www.arc-sa.org/		Fax: (210) 490-4300	

Head Of Organization

Name: Michael Bennett	Title: CEO & President
E-Mail Address: mbennett@arc-sa.org	Phone: (210) 490-4300

Application Contact

Name: Dona Kotzur	Title: Director of Development	E-Mail Address: dkotzur@arc-sa.org	Phone: (210) 490-4300
-----------------------------	--	--	---------------------------------

REPORT INFORMATION

Report Funding Cycle: 2020 October Cycle	Report Date: 09/24/2021 12:00 am
--	--

1: Please include in your report the dollar amount of the funds that were awarded, the date they were funded and what the funds supported.

Awarded Amount: 55,000	Date: 10/23/2020
------------------------	------------------

2: Were the objectives cited in your original proposal met? Please address each started objective and how it was met.

The funds we were generously awarded supported personnel costs for Family Support Services (FSS), The Arc's free, no qualification needed care coordination program. The FSS program provides free one-on-one guidance, helping caregivers develop and implement plans that address the immediate and long-term needs of their family members with intellectual and developmental disabilities (IDD).

In our proposal, we stated plans to serve at least 800 families a year, including 500 families served through one-on-one meetings and 300 families served through extensive resource and referral calls. Though the COVID-19 pandemic affected our ability to provide services last year, we are proud to report we served 585 families with care coordination services and an additional 357 through resource and referral services in FY2021. These plans include specific, personalized action steps for addressing areas like education, therapies, vocational programs and day activities.

We anticipated 90% of families would establish a service plan and 90% would take steps to implement their care coordination plan. Last year 98% of families served developed care coordination plans and 94% took steps to implement their care coordination plans.

Our final objective was that at least 60% of families met with one-on-one would be actively placed (or confirmed) on long-term waiver waiting lists during the initial meeting. Last year 65% of families were placed or confirmed on long-term waiver waiting lists during their initial meeting with Arc staff.

3: Please explain any changes from the original proposal and the circumstances that lead to the modification of the objective.

There were no changes to the proposed program objectives.

4: What needs were addressed?

The process of learning about and applying for services is complicated, stressful, and time-consuming and the waiting lists are substantial (the waiting time for Texas State Waiver Programs interest lists increased to 17 years at the end of the last biennium). Families need expert, neutral support to inform them of service options, assist them in decision-making, and help them develop plans for a successful future for their children.

During initial meetings, Support staff do a "needs assessment" to determine the immediate and long-term needs of the child with IDD as well as the family at large. Then, the two groups work together to create a service coordination plan that includes specific, personalized action steps for addressing areas like education, therapies, vocational programs, and day activities. At subsequent meetings, Arc staff continue the process of "working the plan" with families, answering follow-up questions, offering referrals, assisting in decision-making, and providing mental and emotional support.

FSS is free of charge and there are no limiting requirements or waiting lists to qualify. The program is entirely funded through philanthropic contributions, allowing us to be nimble and responsive in meeting the needs of our community's families.

In addition to the metrics reported on above, we gauge impact based on feedback we receive from the families we serve. One family recently wrote:

"Understanding the community and state resources for children with special needs is the most significant challenge that we face in raising a child with special needs. The Family Support Services Team at The Arc of San Antonio has helped us focus on the resources that are applicable to our family's particular needs, and has been a tremendous source of advocacy, insight, support, and encouragement for us over the years. Heather has helped us address our son's immediate needs while also thinking about our son's long-term goals. We are so grateful to her and The Arc for their service and support."

5: What method of evaluation did you use to monitor and measure the project's outcome and what are the result?

FSS case management staff track progress against all desired outcomes on an ongoing basis, entering data and reporting to Arc leadership throughout the year.

As mentioned above, we served 585 families with care coordination services and an additional 357 with resource and referral services, exceeding our goals of 500 and 300, respectively.

We anticipated 90% of families would establish a service plan and 90% would take steps to implement their care coordination plan. 98% of FSS families developed care coordination plans and 94% took steps to implement their plans.

We also track placement on long-term waiver waiting lists during the initial meeting. Time is off the essence in the benefit eligibility process and providing the highest quality service to families means making this clear immediately. We aim for at least 60% of families to be actively placed (or confirmed) on long-term waiver waiting lists during the initial meeting; last year 65% met this important milestone.

6: Do you plan to continue this project, and if so, how do you plan to sustain it?

We believe deeply in the value this support brings to the community and remain committed to offering the program free of charge to area children. Thus, our development staff continues to engage in an aggressive schedule of foundation proposal submissions, with the aim of garnering sufficient resources for FSS case managers to continue providing the same level and quality of care coordination service in the upcoming year.

7: Please provide any other comments of information relevant to this grant.

We are so grateful for The Najim Family Foundation's ongoing support of this program. A heartfelt thank you from The Arc staff and the hundreds of families served through this program!

8: Please provide an updated detailed projected budget with expenses for the received grant. Also include the totals for the budgeted and actual amount. Explain any discrepancies between the budgeted and the actual expenses for the project.

Line Item Description	Total Project Funds Allocation	Najim Requested Funds	Project Funds Actual	Najim Funds Allocation
Salary/Benefits	\$153,090	\$60,000	\$140,409	\$55,000
Professional Fees/Contract	\$1,200	\$0	\$6947	\$0
Supplies	\$1,565	\$0	\$1255	\$0
Telephone/Internet	\$2,556	\$0	\$1461	\$0
Printing/Postage	\$400	\$0	\$777	\$0
Occupancy	\$1,980	\$0	\$953	\$0
Equipment	\$5,580	\$0	\$3518	\$0
Travel	\$3,475	\$0	\$147	\$0
Training/Professional Licenses	\$180	\$0	\$150	\$0
Insurance	\$1,596	\$0	\$1600	\$0
Subscriptions (web software)	\$0	\$0	\$0	\$0
TOTAL:	\$171,622	\$60,000	\$157,217	\$55,000

Signature

Michael Bennett