



## ***The Power of Community and “The Ask” During the Staffing Crisis and Beyond***

We all know there is a staffing crisis in our country, and our field is not immune. As I meet and talk with families daily, most are frustrated and a bit frightened about how the staffing crisis is affecting and will continue to affect their loved ones. As a compassionate family support provider, I wish I had a magic wand and the ability to tell our families when things will get better. Although I can't fix the staffing crisis, I can and will continue to help families problem-solve and think outside the box when it comes to staffing.

I am hearing from families who are trying to get creative and having great success in reaching out to their relationship circle and in the community the individual lives.

There are many success stories from families who do the hardest part and put themselves out there for “the ask”. They were vulnerable and asked their family, friends, neighbors, churches, libraries, and social media posts to find the best possible support person for their loved one.  
*Continued on page 3.*

### **IN THIS ISSUE**

Pg 2 - CEO - 60<sup>th</sup> Update

Pg 3 - Family Support Center

Pg 4 - Peer Support & Self-Advocacy

Pg 5 - Program Updates & Information

Pg 6 - Parents Connect & AFTER Program

Pg 7 - Staff Recognition & Happenings



**Andrea & Raffle Winner at Family Support Cookout**



*“The art of life is finding happiness in the small things”*



# Thoughts from the CEO

## *Embracing Dreams, Changing the Future!*

Our 60th Anniversary Summer Soiree, at the Stevens Estate in North Andover was a great success! It is with great honor we arrive at this point of our history. I feel so grateful to be a part of this puzzle, as well as a part of this great advocacy movement and legacy called The Arc! We have an amazing and dynamic team, a solid financial position, and have recently been awarded the contract to be the new Family Support Center in the Merrimack Valley. Our future looks brighter than ever as we remain committed to our families and to self-advocacy, the voice and leadership of the people we support.

In this past 60 years there have been so many board members, volunteers, and staff who have done so much for this Arc that I cannot mention them. It is befitting that in celebrating our 60th Anniversary that among the people we chose to honor, we have a person who has dedicated 30 years to The Arc! Joe Romatelli, Director Emeritus of our Board who received The Emeritus Award. No one has brought more people to and fundraise more for this agency than Joe Romatelli. Thank you Joe!

Receiving The Influencer Award is Barbara Pandolfi. Barbara is a true pioneer who helped blaze the trail for Self-Advocacy in the Merrimack Valley and in our state. She is a passionate leader dedicated to the voice of people with disabilities. Barbara reminds and inspires us to remember what we are here for.

We also recognized Mary De Roche, one of our founding parents, our major funders and donors, and most importantly our friends at DDS who have shown their belief in us and who give us the opportunity to provide our individualized supports. Thank you!

**Today, 60 years later we are not only alive, but thriving and proudly providing a personalized approach, we support one person, and one family at a time.**

*- Luis Bachman, Chief Executive Officer*

### MISSION

*“To Advocate, Educate, and Explore Opportunities for Personal Growth and Fulfillment”*

### EXECUTIVE TEAM

*Luis Bachman CEO*

*Lisa Aiello CFOO*

*Katelyn Auclair CHRO*

### PROGRAM DIRECTORS

*Heather Hess  
Director of AFC*

*Grimaldy Rios  
Director of DDS Programs*

*Andrea Morris  
Director of Family Supports*

*Bridget Crowley  
Director of Peer Support & Self Advocacy*

### EVENTS AND FUNDRAISING

*Katelyn Auclair Committee Chair*

*Kim Bachman Community Connector*

*Bianca Gill Executive Assistant*

### BOARD OF DIRECTORS

*Steve Kapp President*

*Peter Carbone, Vice President*

*Dana Marks Treasurer*

*Mary Ann Dunlavy Secretary*

*Eileen Duff*

*Diane Hanley*

*Sandra Jones*

*Therese LaPorte*

*Joe Romatelli Director Emeritus*



**Kim Bachman, Joe Romatelli, and Luis Bachman**



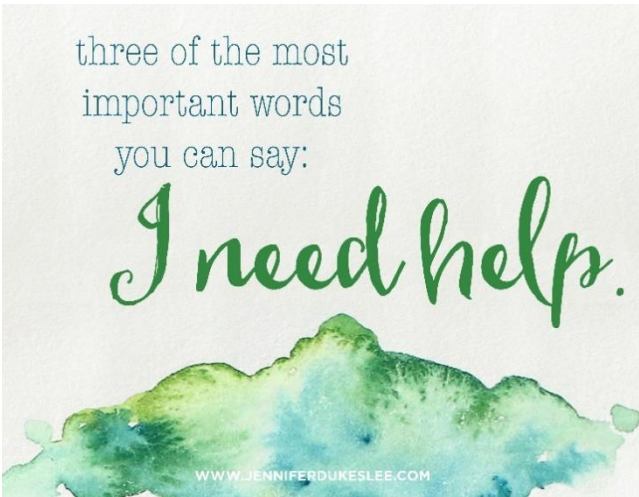
**Kim, Barbara Pandolfi, and Luis**

# Family Support Connects

## *The Power of Community and “The Ask” During the Staffing Crisis and Beyond, continued.*

There are many people out there in our relationships, circles and communities looking to make a difference, but don't know where or how to get started. Let's start with them and ask for support. By doing this, we are not only building a larger village of support for our loved ones, but for ourselves as well through this staffing crisis and beyond.

**-Andrea Morris, Director of Family Supports**



Our Family Support Navigators are available to guide you and provide information and referral to services that match your family's needs. Let us help you smooth the path to getting the right support!

For more information on the Family Support Center please visit us at [www.thearcofghn.org](http://www.thearcofghn.org)

**Andrea Morris, Director of Family Supports**  
[amorris@thearcofghn.org](mailto:amorris@thearcofghn.org) or 978-373-0552 x211

**Rowan DeAza, Bilingual Family Support Navigator**  
[rdeaza@thearcofghn.org](mailto:rdeaza@thearcofghn.org) or 978-373-0552 x237

**Locations:**

57 Wingate St, Suite 301, Haverhill MA 01832  
4D Winter St, Newburyport MA 01950



**Andrea Morris, Director of Family Support (left) and Rowan DeAza, Bilingual Family Support Navigator (right)**

## *Meet Rowan DeAza Our Bilingual Family Support Navigator!*

My name is Rowan DeAza, I am the newest addition to The Arc of Greater Haverhill-Newburyport's DDS Family Support Center as their *Bilingual Family Support Navigator*.

As the daughter of a superwoman mother, I learned the value of hard work and self-advocacy long before we immigrated to the USA in 1990. Over the years, I watched my mom serve Latino elders at the Haverhill Citizens Center by helping them find services and supports. Her contributions inspired me to want to serve my community as well.

I started my human service journey eight years ago working with families and individuals who live with a disability at an Independent Living Center in Lawrence. I began working in their PCA department before transferring to the Youth Services Department. I eventually managed that department and collaborated with various school districts to provide soft skills training to students with disabilities. These work experiences have allowed me the opportunity to learn some of the most valuable core principles that will forever be integrated in my moral compass.

And today, as a new mom to an amazing one year old girl, I hope to instill the values of self-worth, kindness and respect my mother instilled in me. I look forward to continuing to serve not only the disability community but the Latino community on this new journey with The Arc for many years to come.

**-Rowan DeAza, Bilingual Family Support Navigator**



# DDS Programs Connects

## *Meet Jessica - Our New Assistant Director of DDS Programs*

My career in Human Services started as a Housing Advocate at The Arc of San Francisco, too many years ago to admit. More recently, it came full circle when I joined The Arc of GHN in April 2021 as a Support Supervisor in DDS Programs. I've been drawn to The Arc by its humble, outward-focused mission to support and empower all of our neighbors—as well as by the dedicated, resourceful people that seem to find their way to this truly special organization.

My Arc experience has always been centered around relationship building, whether with colleagues, families, or, most importantly, the individuals who we support. I've found so much fulfillment working together to create opportunities for a more accessible, inclusive community where every person, regardless of abilities, is in the driver seat of their own life.



In the years between my roles at The Arc of SF and The Arc of GHN, I focused on building my capacity to help lead this charge by getting a Master's degree in counseling and spending several years in the mental health counseling field. I look forward to bringing my clinical experience and my deep-seated love of working closely with people from all abilities and backgrounds to my new role of Assistant Director of DDS Programs.

***-Jessica Sangiorgio, Assistant Director of DDS Programs***

# AFC Connects

## *Do you or a loved one qualify for our Adult Family Care Program?*

The AFC program is an Arc program funded by MassHealth that pays either family\* or non-family members a monthly tax-free stipend to care for people in a home setting who are age 16 and older and who cannot live safely on their own. The goal of the program is to keep people living in a home setting.



### **To qualify for AFC services, the member:**

- Must have MassHealth (Standard or CommonHealth)
- Be 16 years or older; and have someone over the age of 18 acting as caregiver (cannot be spouse or guardian)
- Have one or more medical diagnosis;
- Require at least supervision throughout or physical assistance with one Activity of Daily Living (ADL), including: bathing, dressing, eating, transferring, or ambulating;
- Cannot be left alone in the home setting for more than 3 hours

*\*Spouses and guardians may not become the AFC Member's caregiver.*

### **Benefits of joining the AFC Program:**

- RN's and Care Coordinators offer ongoing education, advocacy, and healthcare oversight
- Non-taxable monetary support according to the needs of the individual cared for
- 24-hour emergency line
- Assistance with accessing community supports
- Bi-lingual (Spanish/English) Care Coordination and Nursing is available

For more info or to begin the process of applying as a member or caregiver, contact Heather Hess at [hhess@thearcofghn.org](mailto:hhess@thearcofghn.org) or 978-373-0552 x222.

# Parents Connects

## *The Reality of COVID-19 for a Parent*

As a parent of a child with developmental disabilities, I can tell you firsthand I have learned that it truly takes a village. My son Chris needs total care and cannot be left unattended, leaving me and my husband to take care of him 24/7. With limited support and an unfortunate workforce crisis we do not have much time for ourselves, to go on a date, or just go to the store alone. Finding a reliable Personal Care Assistant has been tough, and COVID-19 has been a big setback on this issue. As well as the shutdown of his day program, which at times was our only relief.



*Chris and Laurie out for a walk during COVID-19 shutdown*

Chris' day program allows him to get out of the house and have a life of his own, as well as for us. In March 2020 when his day program shutdown due to COVID-19 I felt overwhelmed and left with little to no help. I am happy that after a long two and a half years his day program has finally opened back up and has given us some much-needed relief, although it was not an easy road. I am grateful for the reopening and am hopeful for the workforce crisis to change for the better. I know I am not the only parent out there going through this, but we must remain hopeful and pushing forward.

*-Laurie Knowles, Accounting Manager*

## AFTER Program Connects



The **AFTER Program** is now offered to people of all ages with intellectual and developmental disabilities in the Merrimack Valley and Seacoast communities. We are committed to promoting fun activities, relaxation, personal growth, and fulfillment. We look forward to expanding our activities over the next year and continuing to have fun!

*Activities include but are not limited to the following:*

- **Arts & Crafts**
- **Bowling, Walking Trails**
- **Seasonal Activities**
- **Cooking Classes & Dinner Club**
- **Live Music & Dances**
- **Gametime, Storytelling**
- **Morning & Evening Chats**
- **Monthly Community Connections**

For more info or to join contact Neala Mercier, AFTER Coordinator, at [after@thearcofghn.org](mailto:after@thearcofghn.org).

## *We are happy to announce our monthly Arc Dances are FINALLY BACK!*

*Join us at the Haverhill Citizen's Center  
6-8pm on November 18<sup>th</sup> and December 16<sup>th</sup>*



# Staff & Caregiver Recognition

## *The Arc's Appreciation Celebration*



**Thank you for joining us and Newburyport Bank in "Making a Difference"**

On September 11<sup>th</sup> we gathered for a beautiful day on the beach at Surfside in Salisbury to honor everyone in The Arc! We truly appreciate all of our AFC Caregivers, Shared Living Home Providers, and Support Staff for their compassion, hard work, and commitment. They are a vital part of The Arc Team, the truth is without them we could not accomplish our mission! We also would like to thank our event Sponsor Newburyport Bank and Wayne Capolupo for donating the Surfside venue for our event.

**We thank you all for everything you do and hope you can join us again next year for a beautiful day on the beach!**



**Newburyport Bank**  
JOURNEY WELL

**Proud Event Sponsor**



**Bruce Jacques, Comedic Performer**

## Great Success!

### *18th Annual Tee Off for The Arc!*



Thank you to all our loyal Sponsors and Golfers who supported our 18th Annual "Tee Off for The Arc" Golf Tournament on Monday August 15th at the beautiful Haverhill Country Club. Also thank you to our staff and volunteers who helped make it a special event too! It was a fun day full of laughs, good food, and great company! Hope to see you all next year!

**-Kate, Kim & Bianca – Golf Committee**



**SAVE THE  
DATE!  
8/21/23**

## Community Happenings

### *Festival of Trees - Methuen*

13 Branch Street, Methuen

**November 19 – December 3, 2022**



Over 200 beautiful and creative trees, mini-trees, and wreaths, a \$5,000 cash raffle, a holiday Gift Shop, and of course Santa!

More info on hours & holiday closings  
<https://www.methuenfestivaloftrees.com/>

### *Sea Festival of Trees - Salisbury*

Blue Ocean Music Hall, Salisbury

**Weekends Saturday, Nov. 19 - Sunday, Dec. 4**

Experience the joy and excitement of the Seacoast's most popular holiday tradition with glittering trees, indoor ice skating, Santa visits and more at Blue Ocean Event Center! (Adults \$10 – Kids 5 & Under \$5)

More info on hours & holiday closings  
at <https://seafestivaloftrees.com/>



# Legislative Action Needed!

## *The Economic Development Bill*

### ***New Workforce Action Alert: Contact Your Legislators About The Economic Development Bill***

The Arc asks for 100% participation from all who care about the human services workforce! Please take 2 minutes to send this letter to your legislator. Funding for workforce rates, (Chapter 257) must be included in the Economic Development Bill, as it was at the end of this session.

The Senate version had \$150 million ANNUALIZED to help raise salaries. Both House and Senate versions had \$100 million one-time dollars as well. Our service delivery system is at RISK and we need both investments in the Economic Development Bill. It will make an impact on so many who continue to have unmet needs, or no program supports.

Please send a letter and if possible, follow up with a phone call to your legislator's office. Contact Maura Sullivan at [sullivan@arcmass.org](mailto:sullivan@arcmass.org) for more information.

**Thank you for your continued strong advocacy!**



### ***How to Take ACTION!***

***Call your Representative or go to [thearcofmass.org](http://thearcofmass.org) and then:***

- 1. Click on Advocacy,***
- 2. Click "Take Action"***
- 3. Click on green "Take Action".***



***Hablamos Español, contacte a Rowan DeAza 978-373-0552 x237 o [rdeaza@thearcofghn.org](mailto:rdeaza@thearcofghn.org)***