

Marc Community Resources, Inc. provides opportunities for people who have disabilities to determine where and how they live, learn, work and play.

Working together...
enriching lives

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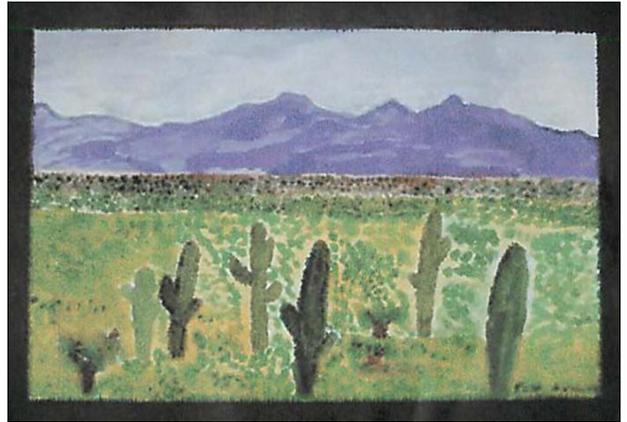


Health and Wellness Success Story

Thomas was featured in last winter's issue of *Marc of Excellence* for his efforts toward improving his health. We wanted to bring you an update on his progress.

By last winter, Thomas had lost 27 pounds. His total loss has now increased to 68 pounds taking him closer to his goal of a 100-pound weight loss. Prior to joining the Villages/Wellness program, Thomas did not go out to socialize. Since losing weight, he is now involved with a number of activities, including art. In fact, one of his pieces was displayed at an Art Awakenings show in August. In addition to attending peer support classes so that he can mentor to other Village program members, his next goal is to find a girlfriend!

Thomas' artwork at Art Awakenings Show



Thomas - Winter 2012



Thomas - Summer 2013

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We Couldn't Do

Each year Marc Community Resources, Inc. receives many wonderful donations from its community partners, friends and family. These gifts come in both monetary and non-monetary donations and each one makes it possible to enrich the lives of Arizona's most vulnerable population. Although we would love to acknowledge each and every one of them in this newsletter, space is simply too short to do so. Know that each of your gifts is received with heartfelt gratitude. Thank you for your generous donations!

Thank You!

Knights of Columbus

During December and January, members of different councils from the AZ State Council Knights of Columbus visit Marc with donations from the proceeds of their annual Tootsie Roll campaign. The sales from these iconic candies really make a difference at Marc. Our sincere gratitude to the councils of the Holy Cross Catholic Council, Christ the King Church and the All Saints Church for their generous



Clarence Jordan and Dan Scarpone of the Holy Cross Catholic Church Council present a check to Randy Gray.



Al Muglia of the All Saints Council presents a check to Randy Gray.

Ray Rodriguez of the Christ the King Council presented a check to Randy in January. Due to technical difficulties, we were unable to share his photo.



Many non-cash donations were gifted to the programs of Marc over the year as well, including:

- ◆ Turkey and all the fixin's for a Thanksgiving meal for 60
- ◆ 12 foot Christmas tree
- ◆ Switch toys for special needs individuals
- ◆ 72 cases of bottled purified water
- ◆ Wheelchair

it Without You



Tempe Del Rio Ward

Our sincere apologies to Marcia Clark from the Tempe Del Rio Ward of The Church of Jesus Christ of Latter Day Saints. Marcia (pictured at left with Lori Annala of Marc's Community Day Services program) was incorrectly identified in the Summer 2013 newsletter. On behalf of the Tempe Del Rio Ward, Marcia donated handmade scarves and a number of adult bibs for the program.

EVFC and UMFA

Thanks to the East Valley Firefighters Charities Foundation and the United Mesa Firefighters Association for their very generous donation of two new bicycles. The Maricopa Behavioral Health Community accepted the bikes for its 10th Bi-Annual Tournament of Champions Kickball event on November 22, 2013 at Kiwanis Park. Winning this tourney gives bragging rights to one of our many peer-run and/or provider agencies who participate in this tremendous event. Your support of this event and belief in recovery is very much appreciated.



Bryan Jefferies, president, United Mesa Fire Fighters Assoc. and Steve Heyer, executive directors, East Valley Firefighters Charities Foundation present new bikes to Dr. Michael Franczak, COO and Cheryl Anderson, director of recovery support services at Marc Community Resources, Inc., and Dave Crogan, member.

*To keep a lamp
burning, we
have to keep
putting oil in it.*



Mother Teresa



The community and individuals alike contributed many items to the Kickball Tournament to be raffled during the event. Items included salon services, dental services and supplies, gift cards, and much more. Watch for details in the next newsletter.

Behavioral Health Services

Helping Hands

Residents at Tahitian Palms Apartments and our male residential homes worked side by side to enhance the landscape at Tahitian Palms with new landscape rock and flowers so the residents could enjoy the beautiful scenery whenever they walk around the grounds at Tahitian Palms. To commemorate the completion of the project, the individuals took turns placing their hands in concrete. This will be a reminder of the hard work done to beautify the landscape at Tahitian Palms.



Commemoration of Teamwork

Health and Wellness

Marc has two sites with fully equipped gyms for use by those we serve, as well as employees. Wellness coaches offer assistance in establishing and meeting goals.



Many enjoy using the well-equipped gyms, with sites in the East and West Valley. Wellness coaches are available to staff and clients.



Healthy Holiday Celebration. We were honored to welcome Dr. Chaney from Magellan to our Wellness program to see all the services offered to our members.

Collaborating for Success

Kim's mother recently wrote to express her thankfulness that Marc, Partners in Recovery, Cortney's Place and Magellan Health Services worked together to assist Kim in moving forward with her life. As Kim's mother puts it, "The growth that Kim has made since July 9, 2012, has been like a Godsend". The care that Kim receives includes housing at a Marc home, and one-on-one counseling care with staff and services at Partners in Recovery. She also attends the day treatment program at Cortney's Place and received case management through Magellan Health Services.



Kim is active in many programs at Marc, and is always ready to lend a hand and participate.

Kim, center, with her parents Tom and Connie.

Behavioral Health Services

INTRODUCING MERCY MARICOPA INTEGRATED CARE

Mercy Maricopa Integrated Care (MMIC) became the Regional Behavioral Health Authority (RBHA) for Maricopa County on April 1, 2014. They offer services for people who qualify for RBHA services, have Medicaid, have been determined to have a serious mental illness (SMI) and have Medicare. MMIC will work to ensure access to care for people with behavioral and physical health needs. MMIC can be reached at 602-453-8305 or toll free at 1-800-631-1314 (TTY/TDD: 1-800-327-9254).

Inspiration

Julius' Story

Hello,

My name is Julius Gunn. I am 24 and have been with Marc Community Resources, Inc. for 19 months. I have enjoyed every second being a part of the Marc family. Before my tenure at Marc, I was living on the street and working at Subway to support myself. I lacked many of the daily necessities most take for granted. I did not have a driver's license, nor did I have a car. All of this left me with very little hope for the future, until one day I was engaging in an event with the Magellan Youth Leaders Inspiring Future Empowerment (MYLIFE) group. MYLIFE was a group where several youths struggling with mental health, CPS issues, and substance abuse were given the opportunity to speak out at the state legislative offices.

Dr. Michael Franczak, Chief Operations Officer of Marc, was attending along with Ms. Christy Dye of Partners in Recovery. Dr. Franczak noticed me and took an interest. He offered me a job. I accepted and two weeks later I started my first day at Marc. With co-workers that have been more than accommodating, I have become a valuable member of my team and as a result, my community as well. Today, I have my own place, have managed to get my driver's license, and have developed into a contributing member of the workforce through my tenure at Marc. So much so, that I received an offer from another company because of the skills that I have developed in Marc's IT and Health and Wellness departments.

I am sad to say that I have accepted the offer and today is my last day with my family here at Marc. I will miss everyone here. Thank you for showing me that I can live, and be an outstanding member of society.

Sincerely,

Julius Gunn

Employee Related Services

Helping Others Help Themselves

Marc has job coaches who support employees with jobs in the community. And we have groups of employees who go to businesses to perform specific jobs. Some of Marc's full-time employees previously participated in these training programs. Former Marc trainees are working in banks, restaurants, grocery stores and medical offices. This is a story about an amazing woman who was referred to Marc by her psychiatrist. Her name is Diane.

Diane struggled with both mental illness and physical ailments. After working in her career for 18 years she took medical leave and filed for disability when struggling to balance her mental and physical issues along with maintaining a career became too much. She was no longer able to support herself and her children.

In 2010, her psychiatrist asked her if she thought she

could work at a snack shop that Marc was opening at the clinic where he worked. She worked with her case manager to prepare her resume and interviewed with Paula, a director at Marc. She was hired to work as a supervisor. Diane learned how to balance her mental issues with her physical ailments in order to function successfully.

Today Diane works as a vocational job coach, utilizing her peer support skills to assist others in their journeys. She provides the support and encouragement to others that was given to her. She is thankful everyday for the people that continue to provide support to her. She states that not every day is easy and there is no magic cure, but she is so much stronger in her recovery.

PAYING IT FORWARD

"I want to be an example to others who might be lost in their own fears, whatever they may be.

Today, I enjoy my job and I enjoy my life.

Talented Workers

Marc's objective is to help people who have developmental, physical, mental and behavioral health challenges work at the highest level they choose to achieve.

Marc offers workshops where employees may work at their own pace and are paid while they learn. We have skill-specific training, such as our document imaging and computer skills training programs. We have job coaches who support employees who have jobs in the community. And we have groups of employees who go to businesses to perform specific jobs.

Local businesses often subcontract work to Marc. Our employees are skilled at packaging, assembling and shipping and receiving. At Marc, we can either send our workers to you or you can send your work to us.



Community Living Services

Exceeding Expectations...



Fire Captain-Paramedic Lou Mirabelli and his crew happened upon a lost individual during their shift on a hot day in mid-September. The crew spent hours calling all of the area agencies trying to locate the individual's home. Running out of options, they were just about to release him to the Mesa Police Department when Brittney contacted them with the group home address of the individual. The group home, not one of Marc's, was located in Scottsdale.

The Captain then contacted Teresa Laferty, Brittney's supervisor, to arrange for the presentation of a Certificate of Appreciation to Brittney on behalf of the Rural/Metro Fire Department. He stated she was a Godsend, as they don't get much help from the community. He went on to say that he will be in touch with her to post a news blog in the local San Tan Valley newspaper.

Capt. Lou Mirabelli presents a Certificate of Appreciation to Brittney Paskiewicz

In-Home Support Services

Marc's in-home support services program features skilled professionals who will visit your home or accompany family members in the community to provide support and skill training to children and adults. The goal is to help individuals become as self-sufficient and successful as possible.

Taking care of a child with developmental disabilities at home can be time-consuming and sometimes exhausting. When parents need a break to focus on their other children or they need to get away and have some time for themselves and their spouse, Marc provides short-term supervision for special needs family members.

Marc celebrates those individuals who have developmental disabilities and are able to live on their own, having achieved a high level of independence. Even the most independent among us can benefit from some assistance from time-to-time.

MARC COMMUNITY RESOURCES, INC.

Consumer-Driven Outcomes.....

Employment Related Services

- During FY2012-2013, 139 adults with severe disabilities were placed in competitive employment at an average wage of \$8.60. (32% were eligible for health care benefits).
- 66% of all people placed in competitive or supported employment retained their jobs for 90 days or more.
- Within two years of competitive placement, individuals returned the total cost of services in taxes. Stated differently, for every dollar invested in rehabilitation, individuals with disabilities returned \$6 in taxes once gainfully employed.
- While the Arizona State Department of Economic Security/Rehabilitation Services Administration averages in excess of 90 days, 96% of individuals referred to Marc for job placement participated in an intake within 15 days of initial referral.
- 97% of external stakeholders expressed satisfaction in the effectiveness of services provided.

Behavioral Health Services

- Marc consistently scored over 90% on all measures of consumer, family and funding source satisfaction surveys.
- During the past fiscal year, Marc experienced a slight decrease of 7% in the number of individuals served in Behavioral Health Services programs from 2,981 to 2,780.
- Marc's residential and housing programs resulted in a cost savings to tax payers more than \$1,236 per day per individual when compared to inpatient hospitalization. Clearly, the opportunity for these individuals to live in community housing saved the Arizona taxpayers millions of dollars.
- 96% of the individuals served transitioned to more independent settings.
- 97% of individuals who were referred for a routine assessment were offered an appointment within seven days, while 94% had a second appointment within 23 days. This performance exceeded our contract requirements and the national behavioral health industry benchmarks.

Community Day Services

- 98% of consumers maintained or increased their skill levels, a 2% increase over last year.
- 100% of people receiving services expressed satisfaction with the quality of services provided.

MAKES A DIFFERENCE!

Community Living Services

- 99% of those receiving services expressed satisfaction with the quality of programs.
- Individuals served recognize their residences as their home and choose to live in a Marc residence on average for ten years.
- Residential placements saved taxpayers more than \$16,160,764 this year compared to state-operated facilities.
- Marc 's occupancy for the program is 100% in comparison to the statewide average of 88%.

In-Home Support Services (IHS)

- IHS services maintains a 98% success rate in supporting the consumers to continue living within their own home or within the home of their family as opposed to foster homes, nursing care or shelters.
- Marc experienced a less than 1% decrease in overall units of service for respite, attendant care and habilitation, with hours of service decreasing from 103,525 to 87,334.
- IHS averaged three days from family/individual's selection of Marc to start of service delivery.
- 99% of people receiving services expressed satisfaction with the quality of programs.

Administration/Human Resources

- The number of workers' compensation injuries slightly reduced by 9% (from 127 to 116), demonstrating improved safety awareness for staff and individuals receiving services.
- Employee retention rate decreased slightly from 59.6% in FY2012 to 53.6% for FY2013.
- Marc's debt compliance ratios continue to adjust favorably:
 - Debt to Net Worth: .50 (FY2012) decreased (favorably) to .49 (FY2013)
 - Asset to Liability: 2.85 (FY2012) decreased (unfavorably) to 2.39 (FY2013)
 - Debt Coverage: 4.84 (FY2012) increased (favorably) to 6.27 (FY2013)
- Marc's funding increased by 5.6% from \$43,305,000 in FY2012 to \$45,874,000 for FY2013.

*Improving the quality and cost efficiency of services
provided by our organization.*

Community Day Services

Ghosts, Goblins and Things that Go Bump in the Day

One of the favorite days of the year at Marc is Halloween. Everyone is invited to dress up in their favorite costume and join in on a fun-filled day of events. Superheroes, princesses and ghouls alike trick-or-treated at the various sites, filling their goodie bags to the brim. Special effects, games and music made the day even more special.

Everyone enjoyed our traditional haunted house at the Halloween party.



Story Time

Puppet stories are a favorite at the CDS programs. Ms. Diane, her husband and teen-aged children visit each site once or twice a year. The stories, which are accompanied by a colorful cast of puppets, captivate their audience for the duration of the show. Sometimes the shows reflect the season or a holiday event. Shows are both educational and fun, and clients look forward to Ms. Diane's next visit.



A colorful cast of characters!



Ms. Diane prepares the audience for her show.

Ms. Diane was recruited for performances at Marc after one of the employees in the community day program watched the puppet show at her daughter's elementary school and knew the clients would love to see the show. The puppets confirm that each of us is unique and our uniqueness is not only accepted, but celebrated!

Learning, Interacting and Sensory



Sensory equipment such as Smart Boards, which allow interactive creativity and work with both small and large motor muscle groups, are used in Marc's day treatment programs. The boards combine a computer with a whiteboard, which is similar to a very large touch screen.

Sensory-focused activities provide people with disabilities the opportunity to use their senses to interact with their environment and other people.

Staff assist clients in interacting with each other and the board.

Marc Community Resources...Your First Choice

F lexibility	We embrace flexibility, change, innovation and creative ways to meet each customer's needs.
I ndependence	We provide services that promote independence, self-sufficiency and recovery.
R espect	We recognize the worth, dignity and rights of all people.
S afety	We contribute to safe, healthy and accident-free living and service environments.
T eamwork	We enrich our lives and the lives of others by working together and helping each other.
C ustomer	We listen to the customer express their wants/goals, we understand how they define quality, we respond to their needs and we actively engage the customer to achieve goals.
H onesty	We do what we say, we maintain the highest ethical standards, we are transparent and are accountable for our actions.
O utcomes	We frequently measure agency and customer outcomes to ensure that agency performance, program quality and customer satisfaction remain at the highest possible level.
I mprovement	We share ideas and focus on continuous improvement in all aspects of agency operations and service delivery.
C ompassion	We genuinely care about our coworkers and the people we serve.
E xcellence	We are proud to deliver the highest quality products or services to our internal and external customers.

Federal holidays observed in 2014:

January 1 - New Year's Day
 January 20 - Martin Luther King, Jr. Day
 February 17 - Presidents' Day
 May 26 - Memorial Day
 July 4 - Independence Day
 September 1 - Labor Day
 November 27 & 28 - Thanksgiving
 December 25 & 26 - Christmas

Let's Stay in Touch



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Reduce Your Taxes...Help Us Help Them

Arizona Tax Credit for Contributions

Arizonan's no longer need to itemize deductions in order to claim a credit for donating to a qualifying charitable organization. Through *Contributions to Qualifying Charitable Organizations*, your donation to Marc Community Resources of up to \$200 individually and up to \$400 if married and filing jointly, qualifies you for a dollar-for-dollar tax credit on your Arizona tax return. Your generous donation will help us assist Arizona's most under-served population. Donations must be postmarked before midnight on December 31st in order to qualify for the tax credit for the year. Marc Community Resources, Inc. is a qualifying 501(c)(3) charitable organization within the State of Arizona.

To make a contribution, please visit www.marccr.com or use the envelope provided in this publication. Thank you.

For more information, please contact your tax advisor or the Arizona Department of Revenue at the following options:

Phoenix (602) 255-3381
Toll free from area codes 520 & 928: (800) 352-4090

For Hearing Impaired - TDD only:
Phoenix (602) 542-4021
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