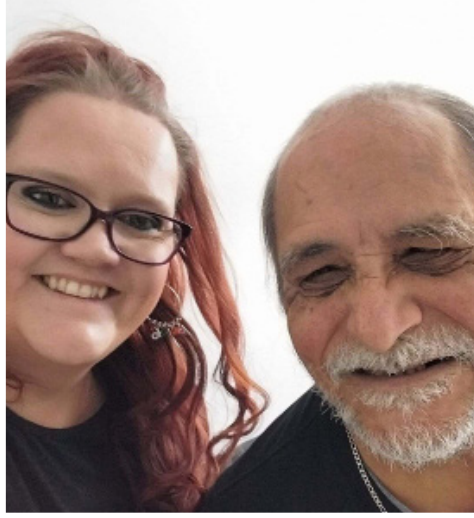




ANNUAL REPORT 2023

ark Regional
Services



MESSAGE FROM THE CEO

“Individual commitment to a group effort—that is what makes a team work, a company work, a society work, a civilization work.” - Vince Lombardi



Ark's purposeful and motivating vision, mission, and values continue to guide us in our efforts to provide the highest quality services possible. Our reputation as an ethical, innovative and welcoming organization is something to be very proud of and our approach to services is unique and respected throughout the State of Wyoming. We still face familiar challenges as the cost of services is ever increasing and our funding continues to lag behind what is needed. Additionally, we continue to deal with an unprecedented workforce shortage. Yet, we continue to innovate and develop new ways to support people, and we continue to provide outstanding services. This is the result of countless individuals who are committed to improving the quality of life of the people we support.

Our success as an organization is entirely dependent on our people. I am amazed at the level of skill, commitment, and sacrifice that is present every day in our employees. Although we all have different responsibilities and the tasks we perform that vary greatly across the organization, we all share in the same goal, improving the lives of the people we support. It is through that common theme we will overcome the challenges, build on our successes, and share in the satisfaction that we are MAKING A DIFFERENCE.

Bob Sell
President & CEO

VISION

The vision of Ark Regional Services is a world that is equitable, respectful, and values the diverse perspectives of all people.

MISSION

Supporting people with intellectual and developmental disabilities to actively engage in their life through new opportunities, healthy relationships, and lifelong learning.

VALUES

The values of Ark Regional Services guide every decision made in supporting people with intellectual disabilities. These values are at the core of what we believe, and in turn how we behave. Ark values:

- Relationships;
- Integrity;
- Communication;
- Diversity;
- Innovation;
- Choice; and
- Safety.

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regionalservices.or

The logo features a stylized circular graphic composed of overlapping brushstrokes in shades of blue, purple, red, and yellow. To the right of this graphic, the text "COOPER CENTER FOR CREATIVE ARTS" is displayed in a black, serif, all-caps font, arranged in three lines.

COOPER CENTER FOR CREATIVE ARTS

This past year was both exciting and busy for students and instructors at the Cooper Center for Creative Arts and our art community in Laramie!

The year saw 3 live performances in the Theatre at the Cooper Center including our first exploration into the world of ballet performance. The in-person art exhibit openings were well attended and inspiring for our community and the students who sold their work. We also assisted students to begin online art sales and promoted online premiers for 6 students.

One of the memorable community connections was formed when students from the Cooper Center partnered with Dr. Sandy Leotti, Assistant Professor of Social Work; Dr. Margaret Holland, Assistant Professor of Social Work; and Dr. Michelle Jarman, Professor of Disability Studies and adjunct faculty in Gender and Women's Studies. This partnership created a "Photovoice Project: What Does Independence Mean To You?" The project focussed on guided research and exploration of independence and culminated in an Exhibit for the public.

Our Students also stepped into the community this year through the week-long Pop-Up Ark Walk where they displayed and sold their work at locations downtown, and through artwork chosen for the Jubilee Days Banner Art Collaboration with the Laramie Public Art Coalition.

As the fiscal year ended, students began rehearsing for Ivan, a show focusing on independence featuring a cast of 12 actors who study at the Cooper Center. As always, the artists at the Cooper Center are excited for you to experience their work, and look forward to seeing you in our gallery and theater this upcoming year!

INDOOR PHOTOGRAPHY CLASS



COPPÉLIA



Cooper Center Events

Performances

Summer 2022

Peter and the Wolf: A Symphonic Ballet

Fall 2022

Born on a Sorry Day: A Play. A Dance. A Disability Narrative.

Spring 2023

Coppélia: A Comic Ballet

Art Shows

Fall 2022

Kaleidoscope: A Color Infused Art Show

Spring 2023

Bloom: An Art Show About Life, Growth, & Renewal

Community Events & Collaborations

January 2023

Online premier of *The McCarthy Collection*

Online premier of *The Nathaniel Hildebrand Exhibit*

February 2023

Online premier of *The Candelaria Collection*

Online premier of *Guy Bayer Exhibit*

March 2023

Online premier of *The Mason Collection*

Online premier of *The Keller Collection*

April 2023

Pop Up Art Walk Community Art Showcase

What Does Independence Mean to You? Photovoice Collaboration with WIND

June 2023

Jubilee Days Banner Art Collaboration with the Laramie Public Art Coalition

Bee Jubilee Art Showcase

POP UP ART WALK



BORN ON A SORRY DAY SHOW





Operating in Laramie for 33 years!

Ark Equestrian Center provides opportunities for personal growth for people with and without disabilities in a non-traditional setting through a variety of fun and engaging Equine Assisted Activities. Programs offered at the Center include Therapeutic Riding, Equine Assisted Learning, and Private Riding Classes. Classes can be tailored to accommodate all members of our community, including the individuals we serve and support at Ark Regional Services.

YEAR IN REVIEW - 2023

Adult Equine Assisted Learning Classes

Equine Assisted Learning (EAL) is a non-traditional approach to learning that helps participants build trust, respect, honesty, and communication skills. As people interact with equines, they begin to understand how their verbal and non-verbal communication impacts and influences others; consequently, they gain a heightened sense of self-awareness and an increase in confidence. In 2023, various classes were offered each week to interested individuals receiving support from Ark Regional Services. In total 41 students participated in EAL classes.

Therapeutic Horseback Riding

Therapeutic Riding Lessons are designed to support people's cognitive, physical, emotional, and social well-being. During a session in riding skills, participants engage in a variety of fun, therapeutic activities that stimulate the mind and strengthen the body. Each Therapeutic Riding session is individually tailored, yet there are many universal benefits that people experience through participation in riding. People report improvements in balance, equilibrium, coordination, hand-eye coordination, muscle memory, and self-esteem. People supported by Ark as well as community members had the opportunity to participate in Therapeutic Riding at the Ark Equestrian Center.

Horticulture Program

Ark Equestrian Center's horticulture program provides classes throughout the semester, including understanding the basics of horticulture, plant science, plant identification, soil science and organic gardening and farming. Students from Ark and ACSD#1 participated in 2023.





EAL & ACSD#1 *Equine Assisted Learning Partnership Program*

Ark Equestrian Center has been serving students in Albany County School District #1 for over 7 years!

Each month, the EAL Program explores a different core Value/Principle. The monthly lesson plans are written in advance to be easily incorporated into the Albany County School Districts lesson for that semester. This results in reinforcement of lessons learned in both the classroom and Equestrian Center, increases chances of success for the students.

The classes are tailored to meet the specific needs of, elementary, middle & high school children, as well as children in the ICARE program.

In 2023, eight schools served with ten classes, including 85+ students ranging in age from 5 to 21. Students were accompanied by teachers, paraprofessionals, counselors, and University of Wyoming practicum students.

Lincoln & Porter *From Foals to Yearlings*

On April 14th, 2022, the Equestrian Center welcomed two rambunctious foals into the world -- Lincoln and Porter. Over the past year, it has been a delight to watch Lincoln and Porter grow in size and begin their journey to become trained therapy horses.

Lincoln and Porter proved a unique teaching opportunity for students from the school district and Ark Regional Services. Students continued to learn about the needs of young horses, and provided care as they quickly developed into yearlings. April 14th, 2023, marked Lincoln and Porter's first birthday, celebrated with a traditional birthday party -- even with a cake made of oats and molasses!

We are incredibly excited to continue training Lincoln and Porter while offering opportunities for students to learn about developing and training of young horses!

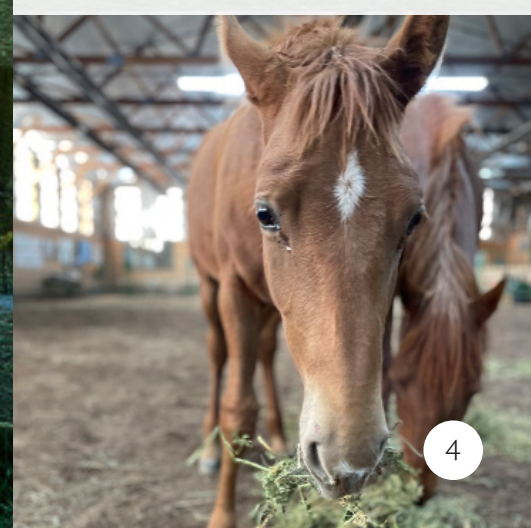
Porter - 6 Months



Porter & Lincoln - 1st Birthday



Lincoln - 6 Months



ARK'S EDUCATION PROGRAM

During the 2022-2023 fiscal year, the Education Program at Ark Regional Services offered students a broad range of post secondary learning opportunities. Students were given 65-70 class options each semester that range from creative arts classes held at the Cooper Center for Creative Arts to language arts and sciences classes held at the Center for Professional Development.

These classes were developed with clearly defined learning objectives, and the progress and success of the students was measured through a variety of projects, presentations, performances and portfolios. As we look to the future, further ways to assess students' learning are being developed and implemented across all classes. Information gathered from these assessments will serve to better inform us of the effectiveness of our teaching approaches, expose areas for improvement, and most importantly, will highlight interest and buy in from our students. Beyond exposure to a variety of subject matter, our goal has also been to equip students with increased critical thinking and interpersonal skills, emotional intelligence and cultural competency which are integral for success in all areas of life. Class discussions, activities, and projects incorporate opportunities for students to engage in ways to further develop in these areas.

In the end, it's our hope that we are able to offer students classes that they find engaging, that inspire passion in new interests, that challenge their opinions and push their understanding of themselves and the world, and that are ultimately fun!



Students interested in performing arts classes were once again able to share their talents with others. Classes such as rehearsal, dance, scene and costume design culminated in productions for live audiences. Additionally, the gallery at the Cooper Center opened and students in visual arts classes were also able to show and sell their work to the public.

This report would be incomplete without mentioning the passing of an Instructor in our program. Cassandra Brock was a woman with incredible skill who helped formulate and cement the Language Arts and Sciences curriculum. Cassandra passed away this year of cancer. Her commitment to the Education Program at Ark, impacts of her empathy to others, and lifelong assistance to marginalized populations leaves a hole in our hearts.

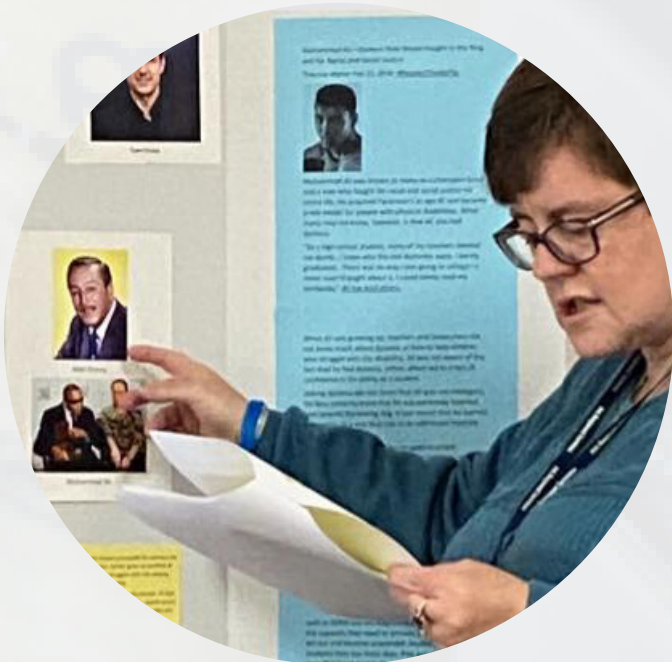
SOME CLASSES OFFERED THIS YEAR INCLUDE:



OUTDOOR EXPLORATION



MOUNTING SPECIMENS



GENIUS HOUR



INTRO TO D&D

AND MANY MORE!

PERFORMANCE INDICATORS

Annually, we analyze information in specific areas to further improve the quality of our supports and services. We collect data on, then review and assess our progress toward meeting our targeted objective for efficiency, effectiveness, access, and satisfaction. Performance Indicators and results for Fiscal Year 2023 were:

Indicator: People will have stability and consistency in their staff support.

Progress: The turnover rate in FY2023 was 73% as compared to 78% in FY2022. That is a 5% decrease in turnover.

Indicator: Transportation to Ark activities will be provided to those that need it.

Progress: 91.8% of respondents responded positively to client received transportation to Ark activities.

Indicator: Stakeholders will be satisfied with services provided by Ark.

Progress: 95.3% of respondents responded positively to Ark provided quality services to people with developmental and intellectual disabilities.

Indicator: Persons Served and their families will be satisfied with services provided by Ark Regional Services.

Progress: 87.8% of respondents responded positively to overall, I am satisfied with the supports and services provided by Ark.

Indicator: More people will have the opportunity to receive educational support from Ark

Progress: 100% of applications were reviewed within 2 weeks of receiving it.

Indicator: Ark will ensure all clients are treated with respect.

Progress: 97.6% of respondents responded positively to the question, Do staff treat my family member with respect.

Indicator: Ark will increase program productivity by capturing CLS units

Progress: 97.6% of billable daily units were billed in FY 2023. 51.8% of billable individual units were billed in FY 2023.

Indicator: Ark will ensure affordable high-quality housing is available to those who request to live in Ark owned housing.

Progress: 100% of clients accepted into service and requesting housing from Ark received it.

Indicator: Persons served have opportunities to do activities that are meaningful to them at their house.

Progress: 95% of respondents responded that the person has the opportunity to complete activities at their house that is meaningful to them.

Indicator: Persons served have the opportunity to do activities in the community

Progress: 87.8% of respondents responded that the person has the opportunity to complete activities outside their home that are meaningful to them.

Indicator: Ark will ensure privacy at the client's home.

Progress: 95.1% of respondents responded that the staff ensure privacy at home.

ANNUAL SATISFACTION SURVEY

Ark distributed its annual satisfaction survey to family members and guardians. The feedback and input we received from our stakeholders is very important to us. Results from the 2023 survey include:

- 97.6% favorable response to the statement, “Ark Regional Services staff treat my family member with respect.”
- 95.1% favorable response to the statement, “My family member has the opportunity to complete activities at home that are meaningful to them.”
- 95.1% favorable response to the statement, “My family member has the opportunity to complete activities outside of the home that are meaningful to them.”
- 100% favorable response to the statement, “Ark Regional Services staff ensure the privacy of my family member at home.”
- 97.5% favorable response to the statement, “My family member has access to transportation provide by Ark Regional Services when they want it.”
- 97.5% favorable response to the statement, “Overall, I am satisfied with the health and wellness of my family member.
- 90.2% favorable response to the statement, “Overall, I am satisfied with the supports and services provided by Ark Regional Services.

Some of the comments received on question, “What could Ark Regional Services do to improve the services your family member receives?”

- “Everything is good right now!”
- “Provide knowledgeable help grocery shopping and preparing meals, provide more care in managing clients healthy body weight.”
- “Improve weekend activities.”
- “At this time, we are very satisfied with Ark services. Her workers have knowledge of her disability and that is really important that they understand it and her.”

Some of the comments received on question, “What could Ark Regional Services do to improve communication with you?”

- “Schedule brief (5 minutes for eg.) phone conferences with house staff to brief parent/guardian on family members needs and how parent/guardian might better support Ark staff in their efforts.”
- “The Ark communicates with me wonderfully. Thank you.”
- “Utilize any option—email, text, phone call.”

ANNUAL SATISFACTION SURVEY, CONT

Ark distributed its annual satisfaction survey to employees. It was made available through the online survey website Survey Monkey. Results from the 2023 survey include:

DSP Responses:

- 97.3% favorable response to the statement, “I feel like I can keep the people I support safe.”
- 78.1% favorable response to the statement, “I feel valued as an individual in my workplace.”
- 71.2% favorable response to the statement, “I feel connected to the organization.”
- 100% favorable response to the statement, “My work has purpose and meaning.”
- 93% favorable response to the statement, “I have the training to do my job well.”
- 87.5% favorable response to the statement, “I have development opportunities.”
- 94.5% favorable response to the statement, “I have clear understanding of my job responsibilities.”
- 86.1% favorable response to the statement, “I am comfortable asking my supervisor for help.”
- 82% favorable response to the statement, “My supervisor handles my work-related issues satisfactorily.”
- 88.7% favorable response to the statement, “I feel I can trust my supervisor.”
- 88.6% favorable response to the statement, “I am aware of the long-term goals of Ark Regional Services.”
- 60% favorable response to the statement, “Ark gives me enough recognition for work that is well done.”
- 68.6% favorable response to the statement, “I believe there is a spirit of cooperation within this organization.”
- 88.6% favorable response to the statement, “Ark promotes a culture of diversity.”
- 87.1% favorable response to the statement, “This organization makes a strong effort to minimize discrimination.”
- 92.9% favorable response to the statement, “I am proud to work for this organization.”
- 88.6% favorable response to the statement, “I would recommend working here to a friend.”
- 81.1% favorable response to the statement, “Overall, I am satisfied with Ark Regional Services.”

Non-DSP Responses:

- 100% favorable response to the statement, “I feel like I can keep the people I support safe.”
- 76.2% favorable response to the statement, “I feel valued as an individual in my workplace.”
- 81% favorable response to the statement, “I feel connected to the organization.”
- 100% favorable response to the statement, “My work has purpose and meaning.”

ANNUAL SATISFACTION SURVEY, CONT

- 100% favorable response to the statement, “I have the training to do my job well.” 62% favorable response to the statement, “I have development opportunities.”
- 95.2% favorable response to the statement, “I have clear understanding of my job responsibilities.”
- 90.5% favorable response to the statement, “I am comfortable asking my supervisor for help.”
- 90.5% favorable response to the statement, “My supervisor handles my work-related issues satisfactorily.”
- 90.5% favorable response to the statement, “I feel I can trust my supervisor.”
- 90.5% favorable response to the statement, “I am aware of the long-term goals of Ark Regional Services.”
- 52.4% favorable response to the statement, “Ark gives me enough recognition for work that is well done.”
- 57.2% favorable response to the statement, “I believe there is a spirit of cooperation within this organization.”
- 81% favorable response to the statement, “Ark promotes a culture of diversity.”
- 95.2% favorable response to the statement, “This organization makes a strong effort to minimize discrimination.”
- 95.2% favorable response to the statement, “I am proud to work for this organization.”
- 90.5% favorable response to the statement, “I would recommend working here to a friend.”
- 85.7% favorable response to the statement, “Overall, I am satisfied with Ark Regional Services.”

Additional comments shared about job satisfaction:

- “I am very satisfied with my job and I think in education we deal very well with managing burnout, but I don’t see the same reflected residentially.”
- “Overall, I would say I enjoy working at the Ark. I find the work to be very rewarding and I cherish the relationships I have created with the clients....However, I think that the organization as a whole struggles to cater to the night staff.”
- “Here in the suite where I work, we all get along. We communicate well with each other. I feel that everyone knows what is expected of them.”
- “Moving up into a supervisory role has given me a broader knowledge of Ark as a whole.”

Ark distributed its annual satisfaction survey to stakeholders. It was made available through the online survey website Survey Monkey. Results from the 2023 survey include:

- 100% favorable response to the statement, “My interactions with Ark Regional Services were positive.”
- 100% favorable response to the statement, “Ark Regional Services was responsive to my questions/concerns.”

ANNUAL SATISFACTION SURVEY, CONT

- 90.4% favorable response to the statement, “Ark Regional Services effectively met its commitments to my organization.”
- 95.2% favorable response to the statement, “Ark Regional Services has provided quality services to people with developmental and intellectual disabilities.”
- 95.2% favorable response to the statement, “Ark Regional Services has fulfilled its mission.”

Some comments received on “Please provide any other feedback about your interactions with Ark Regional Services in the last year.”

- “The team at Ark is absolutely amazing, kind, thoughtful, and patient. The team always presents meaningful and engaging activities for our students to reflect on.”
- “We have been experiencing much more frequently that (the client) is not picked up or dropped off on time. It is always corrected quickly.”
- “Our students love spending time at the Ark and have generalized some of the lessons at the Ark into social situations at school.”

COMMUNITY EMPLOYMENT

Throughout 2023, the number of individuals receiving employment support have remained consistent.

We currently support **27** employed individuals, five of whom hold positions with multiple employers, and additional individuals seeking new employment.

While reviewing this year's accomplishments, we feel it necessary and noteworthy to acknowledge the longevity of many of the people we support in their employment. **Twelve individuals have held their current positions for 1-5 years, twelve have held their positions for 5-10 years, two for 15-20 years, two for over 20 years, and three for more than 25 years!**

COMMUNITY EMPLOYMENT, CONT

CURRENT EMPLOYERS INLCUDE:

ALBANY COUNTY SCHOOL DISTRICT #1 - SPRING CREEK ELEMENTARY

ALBANY COUNTY PUBLIC LIBRARY

ALLIED STAFFING SERVICES

ARK REGIONAL SERVICES

BERNIE'S MEXICAN RESTAURANT

CARL'S JR.

DAIRY QUEEN

LARAMIE SOCCER ASSOCIATION

SAFEWAY

STUDIO CITY

UNIVERSITY OF WYOMIING HUMAN RESOURCES

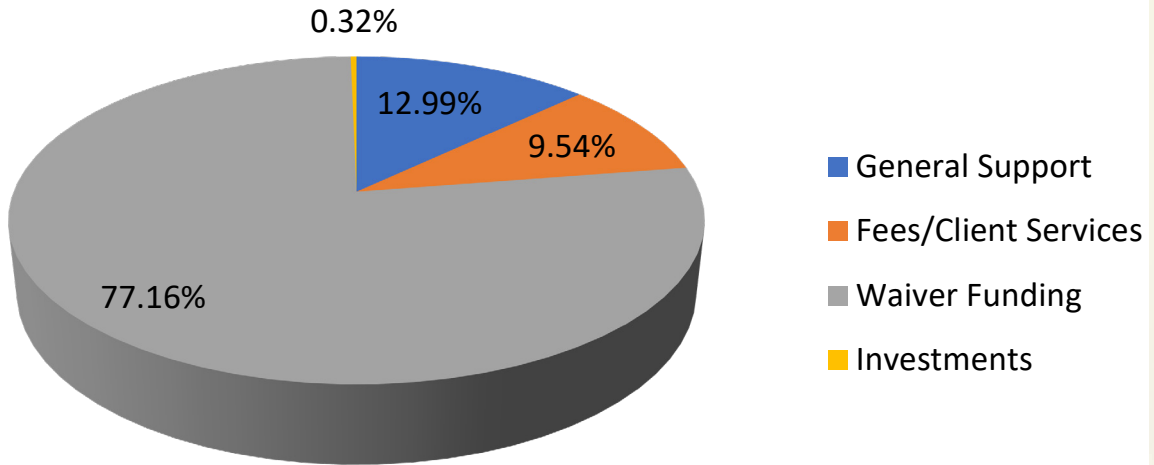
UINVERSTY OF WYOMING RESIDENCE LIFE & DINING

WYOMING INSTITUTE FOR DISABILITIES (WIND)

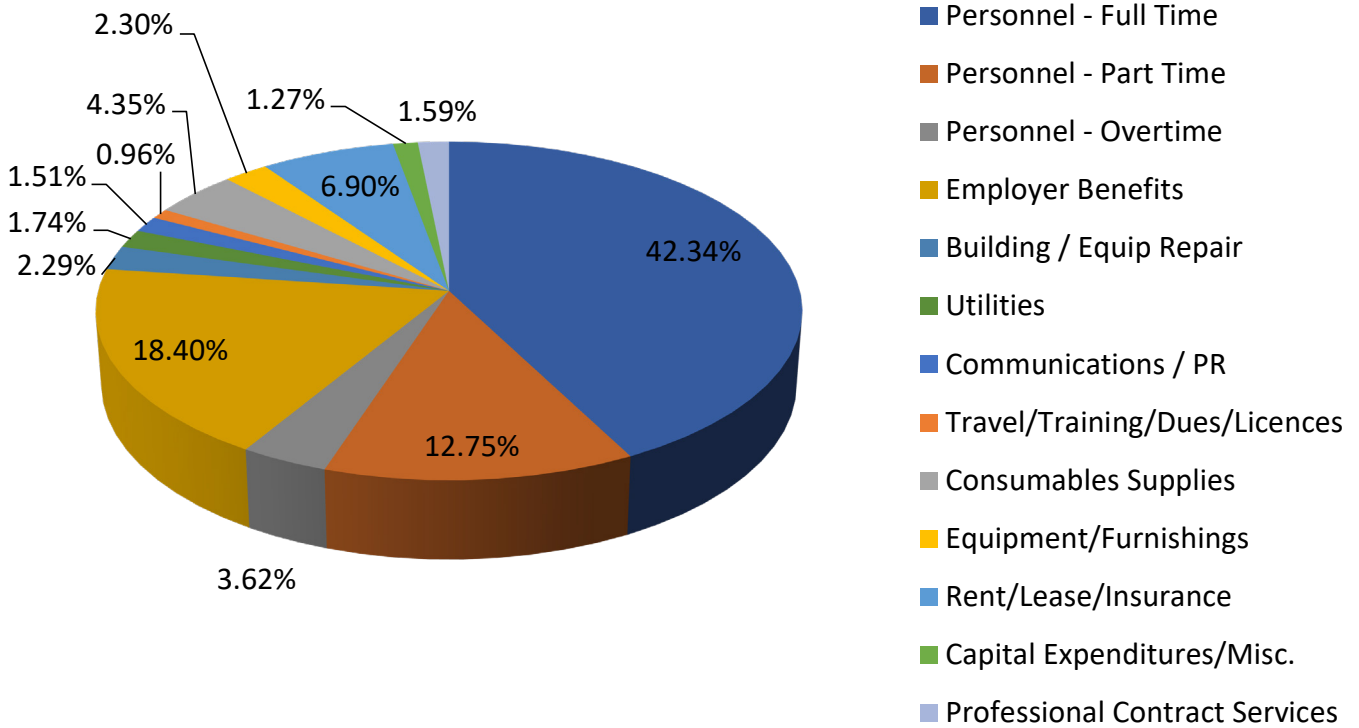
WYOMING SCHOOL OF GYMNASTICS

2023 FINANCIAL INFORMATION

Income



Expenses



GRANTS AND FUNDING

10TH ANNUAL EVENT.....	\$64,920
ALBANY COUNTY COMMISSIONERS.....	\$5,000
Community Agency Distribution	
CITY OF LARAMIE.....	\$6,950
Performing Arts Program	
COOPER CENTER ANNUAL GIVING.....	\$6,766
DANIEL'S FUND.....	\$75,000
EQUESTRIAN CENTER ANNUAL GIVING.....	\$7,793
GUTHRIE FAMILY FOUNDATION.....	\$23,000
Visual Arts Program	
UNITED WAY OF ALBANY COUNTY.....	\$26,750
2022 Campaign Allocation	
UNITED WAY OF ALBANY COUNTY.....	\$4,000
Ark Equestrian Center	
WESTERN STATES ARTS FEDERATION (WESTAF).....	\$28,000
American Rescue Plan Funding - Creative Arts Program	
WYOMING ARTS COUNCIL COMMUNITY GRANT.....	\$8,767
Creative Arts Program	
WYOMING BREAST CANCER INITIATIVE.....	\$5,607
Ark's Monthly Breast Clinic	

Ark Regional Services would like to thank all grant and funding bodies who contributed to operating and programatic services in 2023!

ANNUAL FUNDRAISER

Ark's 10th Annual Event and Casino Night returned on April 22nd! The event included casino games, a gift card and liquor pull, live and silent auctions, and raffle prizes. Attendees energetically competed against one another for auction items donated by many local businesses in the Laramie community and beyond. We are beyond grateful for the generosity of participating local businesses and sponsors for their continued support of Ark Regional Services and the people for whom we provide supports.

We look forward to Ark's 11th Annual Event on April 20, 2024!

THANK YOU TO OUR SPONSORS!

HIGH ROLLER SPONSORS

TOYOTA OF LARAMIE
TOYOTA DEALER MATCH

ACE SPONSORS

ASPEN FAMILY CHIROPRACTIC

KING SPONSORS

ALBANY EYE CARE
BANK OF THE WEST
CED
CARPET ONE FLOORING
FREMONT ELECTRIC
INSURANCE UNLIMITED
IVINSON MEMORIAL HOSPITAL
PENCE & MACMILLAN, LLC
POLE MOUNTAIN PHARMACY
QUALITY IV CARE
WALT SMITH WITH TOMAHAWK

QUEEN SPONSORS

ADVANCE COMFORT SOLUTIONS
BORN IN A BARN
COWBOY GLASS
DEVIANT PIERCINGS
H&R BLOCK
LARAMIE LAWNERY, INC.
LARAMIE MECHANICAL &
HEATING SOLUTIONS
LARAMIE TELEPHONE EXCHANGE
MOUNTAIN CEMENT
NORM & DOTTIE BOCK
PREMIUM HEALTH AT HOME
WYOMING COMMUNITY
FOUNDATION

JACK SPONSORS

ACPE FCU
AMERIPRISE
ATTACH ALL IMPLEMENT SALES
EMORY & KARLA SPIEGELBERG
GARY'S PLUMBING & HEATING
GROATHOUSE CONSTRUCTION
GREG & JACQUE HOWARD
JOHNSON AUTO
KEITH & JOYCE MILLER
LARAMIE ELKS LODGE #582
LARAMIE GM AUTO CENTER
LOVEJOY'S BAR & GRILL
PREMIER BONE & JOINT
RIVERSTONE BANK
SARA EGGE
TIM & KAREN SULLIVAN
UNIWYO FCU



BOARD OF DIRECTORS

Our Board of Directors continue to dedicate their time, talent, and commitment to Ark Regional Services. They are an instrumental source of insight and vision as we embark on these exciting and challenging times. We are fortunate that Norm Bock, Sam Dunnuck, Dave Heath, Dustin Richards, Joe Shumway, and Emory Spiegelberg give their time to guide and govern our organization during this fiscal year. Additionally, we thank Norm Bock, Dave Heath, Rita Basom, and Emily Clark as board members of the Ark Memorial Foundation.

ARK MEMORIAL FOUNDATION

The Ark Memorial Foundation was established to help ensure the financial stability of Ark Regional Services. The Foundation offers a variety of giving options so donors can support individual programs or the organization as a whole. Some of the options include:

- Ark Equestrian Center
- The Cooper Center for Creative Arts
- Direct Support Professionals training & development
- General operating support for Ark
- Memorials for loved ones

Information on these giving options is available on our website. Donations are tax deductible to the extent allowed by law.

CONTACT US

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