



CONNECTIONS NEWSLETTER



◀ **VOLUME 3**

**JULY
2023**



**Summer Vibes
At ArcGNO!**



SPOTLIGHT ON: EUGENE GRAY

Eugene is ArcGNO's "Gentle Giant" and social butterfly. At over six foot tall, he has a calm demeanor and a kind heart. Eugene enjoys going to church and spending time in the community. He loves to meet new people and greets everyone with a warm smile and a handshake. Eugene is a true gentleman and takes pride in his appearance.

You can often find Eugene at the ArcGNO Metairie Community Center, enjoying an outdoor event, or watching game shows, like Jeopardy, Family Feud, and Wheel of Fortune.



WELCOME, HEATHER!



Heather Matthews joins the team as the new Arc of Greater New Orleans Executive Director. Heather has over 25 years of professional leadership experience in Intellectual and Developmental Disabilities, Behavioral Health, and Federal Government contracting. Heather comes from Volunteers of America Southeast Louisiana, where she was the Director of Waiver Programs for individuals across the region. She also worked for the Louisiana Department of Health at the Developmental Neuropsychiatric Program, delivering care to this population with the most critical needs. Since 2018, she has served on the board of the Community Provider Association, an organization that promotes optimal funding, program integrity, and public policy at the state level for IDD Service Providers.

Heather's love for the work runs deep. She has two siblings with disabilities. So even as a child, she was drawn to the cause of fighting for dignity and inclusion for all people. As the executive director, Heather plans to deliver the highest quality services to the people of our community and expand our services so all people have the support and opportunities to live to their fullest potential.

Heather Matthews holds a Master of Social Work Degree from Louisiana State University, is a Licensed Clinical Social Worker, and is a Board Approved Clinical Supervisor. In addition, she earned Bachelor's in Psychology from the University of North Carolina, Chapel Hill. She studied abroad, solidifying her love of travel. Heather lives at home in New Orleans with her two children and husband.

EMPLOYEE SPOTLIGHT: BEATRIX BOYD

Beatrix has been employed with ArcGNO for four years. Beatrix started as a volunteer in the Mardi Gras Recycle Center. In a short time, Beatrix became a DSP and then the lead DSP in the Metairie Community Center. Later, Beatrix transferred to Family Support Coordination where her leadership has been a huge asset to the department.

Beatrix has a passion for helping people. She has been and continues to be an advocate for every member that she serves at ArcGNO.

Thank you, Beatrix!



EMPLOYEE SPOTLIGHT: CHRISLORIANA NEWSOME



Chris is the assistant director of the FSC department and has been with ArcGNO for five years. From the start, Chris has been a team player, always willing to assist and advocate for her colleagues. Chris goes above and beyond for her clients and is a master at organization. She is a very neat person but can always work through a disorganized situation. This, along with her many other values, makes her a continuous asset to the department and the agency.

Great job, Chris!



We have fantastic news to share! The ArcGNO Northshore Community Center has recently moved to a new facility at 2210 8th Street in Mandeville, LA 70471. This new location has been thoughtfully designed with the help of our members to be a welcoming and comfortable environment. With this new space, we are thrilled to be able to offer an even higher level of service and support to those who rely on us.

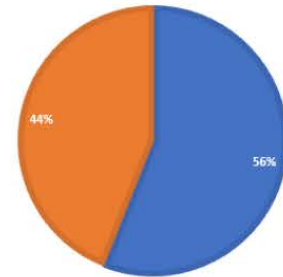


Quality Assurance Survey Results Sept. - Dec 2022

These survey results highlight ArcGNO's impact on members' lives. Here are some key takeaways:

Residential Support Service Members:

56% of members report that ArcGNO helps them access community resources.



Group Employment Members:

When asked, "What do you like best about your job?" one member replied: "I get a chance to communicate with others."

Community Integration Members:

80% report that ArcGNO staff support them in reaching their goals.

91% report that ArcGNO staff treat them with respect

89% report being comfortable asking ArcGNO staff for help.

To learn more about the survey results and the services provided by ArcGNO, please visit www.arcgno.org/articles.



July

Nafeesah L. 7/1
Chrisloriana N. 7/1
Angela C. 7/6
Mary P. 7/8
Sallie P. 7/9
Jamie S. 7/11
Dianne C. 7/13
Lorenza M. 7/15
Shirley K. 7/17
Imani S. 7/19
Connie J. 7/19
Sharon B. 7/20
Shauntel J. 7/20
Carolyn H. 7/21
Michael D. 7/22
Beatrice B. 7/25
Karen S. 7/25

August

Shirley R. 8/3
Jordan P. 8/4
Courtney Z. 8/5
Kennethra C. 8/5
Shawn B. 8/9
Tiffany D. 8/11
Craig B. 8/11
Keddrick S. 8/13
Keoka B. 8/14
Jessika E. 8/17
Fay B. 8/18
Deidre B. 8/19
Donovan S. 8/21
Andrea H. 8/21
Danielle C. 8/21
Gaynell B. 8/25
Deja J. 8/26

September

Sundee A. 9/1
Romona B. 9/1
Eugene J. 9/3
Peggy W. 9/4
Denita J. 9/9
Jenette Marie W. 9/9
Keenan J. 9/10
Amolak S. 9/10
Roger W. 9/10
Cynthia C. 9/10
Johndria H. 9/11
Iona N. 9/12
Latiya S. 9/13
Cindy P. 9/13
Paulette W. 9/16
Charlita P. 9/19
Ester B. 9/19
Licia B. 9/23
Steven K. 9/25
Jordan S. 9/27
Carlea S. 9/28
Barbara F. 9/28
Lucerne S. 9/29
Donald E. 9/29



ARC GHO Anniversaries

30 Years

Peter L.

29 Years

Ronald P.

23 Years

Ester B.

22 Years

Sundeeep A.

19 Years

Debra R.

17 Years

Melaney T.

Trude W.

Regina R.

13 Years

Jacqueline W.

12 Years

Sandra H.

11 Years

Latonya Q.

9 Years

Willistine B.

Iona N.

8 Years

Kelcie D.

Yvette W.

5 Years

Acquanitta S.

4 Years

Curtis N.

Desiree M.

3 Years

Melvin R.

Teriana R.

Joyce W.

Sharon B.

Kathleen W.

Amolak S.

Rajinder S.

Carolyn A.

Yvette T.

Michelle S.

Sandra D.

Tonette E.

Michael D.

2 Years

Latiya S.

Cynthia C.

1 Year

Dianne G.

Kennethra C.

Darrielle J.

Shirley R.

Arleaser S.

Michael S.

Gail A.

Tia B.

Danielle C.

Steven K.

Anitria K.

Francheca M.

Donavan S.