



# DUVALL HOME

Est. 1945

Empowering Individuals with Developmental Disabilities



**EMPOWERS** EDUCATES **COMFORTS** INSPIRES  
**PROTECTS** ADVOCATES **ENHANCES** RESPECTS  
**SUPPORTS** DIGNIFIES **ENCOURAGES**  
STRENGTHENS **IMPACTS**  
**MAKES A DIFFERENCE**

2013 - 2014 News and Annual Report

# A MILESTONE YEAR

## A MESSAGE FROM OUR CEO

Dear Friends of Duvall Home,

We hope you will enjoy reading our *2013-2014 News and Annual Report*. You have probably already noticed quite a change in its format and design. **We are on the move**, and like so many other facets of our organization, **we are changing** to better inform you about all things Duvall Home . . . starting here, with our newest communication. Shifting from a quarterly newsletter, we will be bringing you a more fully-developed message on a bi-annual basis. This will provide a **more comprehensive view** of our activities and achievements, and will also allow us to more effectively steward the generosity of our supporters. Cost savings will provide us greater flexibility to further **enhance and optimize the programs we offer**.

Our Adult Day Training program has grown and we have **our highest level of participation** since its inception in 2009. The first of many **new group homes** is now licensed and operational and our first group of residents has made **a remarkable transition** there from our congregate dormitory, McGaffin Hall. We have budding **new community partnerships, new donors, and growing relationships** with local businesses, churches, civic groups, colleges and universities.

There is an exciting new buzz about the **changes taking place at Duvall Home**, among community members and our closest supporters. Yet, the thing that has sustained us for nearly seventy years – **improving the lives of those we serve has not changed**. As we continue to empower individuals with developmental disabilities, we hope that you will continue to participate in our growth and progress. Our confidence and expectation is that these pages will inform and delight you as you **learn about the triumphs of Duvall Home** over the last year. We invite you to share in our success!

Best wishes,



Steven C. DeVane  
Chief Executive Officer



**“Without continual growth and progress, such words as improvement, achievement and success have no meaning.”**

~Benjamin Franklin

# ABOUT US

## VALUES AND PRINCIPLES GUIDING OUR ACTIONS

**OUR MISSION** Duvall Home exists for the benefit of individuals with developmental disabilities who require extensive services and care. We seek to provide the highest quality of life and greatest level of independence for all by creating an individualized plan that includes opportunities for personal growth.

Providing social and vocational experiences in the community are key components in our effective program that leads to a life of dignity and independence for those we serve.



In **2013-2014**, Duvall Home helped more than 130 individuals with developmental disabilities find a voice . . . a sense of self . . . a home. Despite the challenges of Autism, Cerebral Palsy, Down Syndrome and a myriad of other disabilities, friendships blossomed, new self-care and daily-living skills were mastered and residents worked within their own capacity to meet their own personal goals.

Indicators like these tell our story best and have led to increased interest and funding from our community partners. Without this vital support much of our success would not be possible and we are truly grateful to all our donors.

The accomplishments of Duvall Home are reflected in the strength of our programs, in the commitment of our dedicated donors and staff . . . but most importantly, in the personal success stories of each of our residents. They are the true super stars!

Duvall Home News is published bi-annually for the families and friends of Duvall Home.

Please keep us current with your contact information, so that we may keep you current with happenings and up-dates.

Do we have your email address? If you would like to receive Duvall Home News electronically, send your email address to [info@duvallhome.org](mailto:info@duvallhome.org) and we will add you to the broadcast list we are building.

## Board of Regents

### Chair

**Kate Pearce**

*Assistant Vice President  
for University Relations  
Stetson University*

### Vice Chair

**Randy Marshall**

*Marshall Law Office  
Attorney at Law*

### Secretary/Treasurer

**Emilie Kimbrough**

*Educator (retired)*

**S. Kirby Moncrief**

*Stenstrom, McIntosh, Colbert, Whigham, P.A.  
Attorney at Law (retired)*

**Richard B. Armstrong**

*Executive Vice President  
Wachovia Bank (retired)*

**Wilma Martin**

*Associate Vice President  
Gateway Bank*

**Robert Walsh**

*Operations Director  
Volusia County*

**Royce Hood, M.D.**

*Florida Orthopedic Surgeons*

**Tim Cook**

*Chief Executive Officer  
Florida Hospital DeLand*

## Staff

**Steven DeVane**

*Chief Executive Officer*

**Marsha Shankleton**

*Chief Operating Officer*

**Karen Kummerer**

*Chief Financial Officer*

**Juleith Webster**

*Chief Quality Assurance Officer*

**Elizabeth Bhimjee**

*Director of Development*

**Liz Hargrove**

*Qualified Developmental Disability Professional*

**Christina Negri**

*Human Resources Manager*

# OPERATIONS

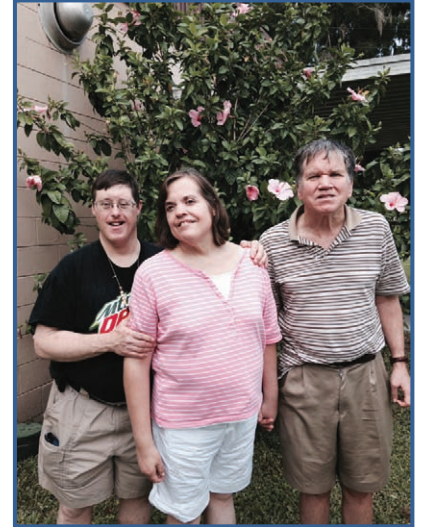
## THE NUTS AND BOLTS AND DAY TO DAY



Residents relax in their newly renovated home, Bates Cottage.



Florence Cottage – our newest group home, opened in June.



Three new residents - Jim, Darlene and Patrick

## 1 renovation

Bates Cottage has a brand new look! After many months of planning and hard work, a **total renovation was completed**. Improvements include everything from fresh new colors and beautiful household furnishings, to complete bathroom and kitchen remodels and updates to fixtures. The lawns have been re-sodded and new landscape features have also been added.

## eight months

Only eight months after procuring the services of Scioto - a company

dedicated to making homes available, affordable and customized to people with disabilities - **the first of our three new group homes is licensed and operational**. Florence Cottage in DeLand is our first group home to open in nearly fifteen years and is now **home to six residents**.

## 2 new homes

**Two additional group homes** have been secured and are currently completing their licensing process. Both will be **ready for occupancy within the next several months**.



Barbara Palmer (second from right), Florida's director of the Agency for Persons with Disabilities (APD), along with Ed Debardeleben, Denise Arnold and Leslie Richards, with Duvall Home staff during a site-visit

Visit our website for a virtual tour of one of our group homes. For admissions information contact:  
  
Marsha Shankleton  
at 888-445-4722 ext. 105 or mshankelton@duvallhome.org

## 6 residents

During the 2014 fiscal year Duvall Home welcomed **6 new residents** from Florida and Georgia.

## four leaders

In June, **representative leadership from the Agency for Persons with**

**Disabilities (APD) visited Duvall Home** to learn about the foundations of our history and our plans for the future. **The visit was a milestone** for us, as we work to build understanding and enhance the cooperative relationship between Duvall Home and our state licensing agency.

# ADULT DAY TRAINING

## TEACHING SKILLS FOR LIFE IMPROVEMENT

### 3,328 classes

During the year our Adult Day Training program conducted **3,328 classes**. Operating Monday through Friday, **from 9:00 am – 3:00 pm**, participants are introduced to a variety of **6 subjects** through a guided curriculum – the same used by the Florida Public School System.

Based on **30-45 minute rotations**, participants move between classrooms and subject matter. **Twelve experienced and dedicated staff members** pay particular attention to individual needs and work to promote growth and success for all.

### 50+ projects



Residents complete a project for Duvall Home's Development Office.

Participants have completed many projects throughout the year – ranging from the **creative and artistic**, to the fulfillment of **office administrative needs**.



Centerpieces for the Annual Mother's Day Tea

### 10-5

Ten behavior strategies outlined for residents and necessary to guide and improve classroom conduct have been **reduced by 50%**. Continued success stories unfold every day, as individuals thrive and achieve personal bests.

### ten facebooks

Beyond the classroom, **ten residents** connect with family via social media and several communicate through Skype contact. Our Computer Lab is especially valuable to residents that are unable to communicate verbally.



Residents face the challenge of grasping new skills daily in our Day Training Program.



Group activities promote a sense of collaboration as residents work as a team.

### 62%

Since its inception in 2009, the Adult Day Training program has grown from **29 to 76 attendees**. In five years, a **62% increase** has spurred the development of new programming to meet the needs of a growing number of participants. This year, **three additional Duvall Home residents** joined the program and we also welcomed **seven community member/non-residents**.

The Adult Day Training Program is open to both residents of Duvall Home and the community.

For information contact:

Tim Nelson at

888-445-4722 ext. 302 or  
tnelson@duvallhome.org

# NURSING & RESIDENTIAL HABILITATION

CARE, PROTECT AND ENCOURAGE

## 365



Duvall Home **operates 365 days a year, on a 24/7 basis.** Dedicated nurses and direct care staff oversee our residents and are prepared to confront a broad range of needs stemming from Autism, Cerebral Palsy, Down Syndrome and a variety of other syndromes and developmental delays.

## five years

Nurses are trained to closely observe, and are prepared to provide crisis intervention wherever necessary. They also facilitate rehabilitations and dietary evaluations for behavior and seizure modification. Staff is **certified by the Developmental Disability Nursing Association** and consult with local hospitals, pharmacies and physicians on a routine basis.

For the last five years nursing staff **achieved 100% competency in their annual licensing reviews.**

## 24/7

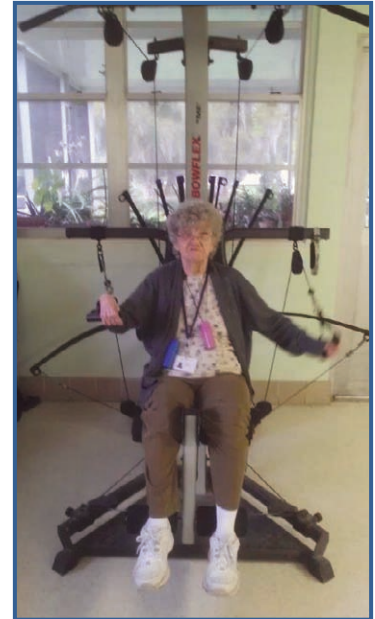
All residents are provided with residential habilitation skills training through individual implementation plans. Goals are developed to promote increased independence. Participation in educational, leisure, enrichment and recreational programs is encouraged. As goals are met, new goals are put in place to build a progressive advancement path. **Staff support teams are available to assist 24/7.**



*Fun is part of all good health.*

## 6:1

Our direct care professionals provide essential daily care and supervision for our residents. A minimum **6:1 ratio of clients to staff is maintained or adjusted up based on level of need.**



*Keeping up with keeping fit ... at age 80!*

## 100%

**Nearly 100% of residents made satisfactory progress** toward reaching their own individual goals. Many maintained skills through consistent monitoring and guidance by staff, where these skills may have otherwise declined.



*Creative projects help inspire and educate.*

# GROUP HOMES & QUALITY ASSURANCE

## OVERSIGHT AND POLICY

### 51,833

Throughout the year, **51,833 planned trips** were made for the benefit of Duvall Home residents. A multitude of choices led them to enjoy special events, educational programs, beach outings, dining and shopping adventures and other daily-living activities—our residents are on the move!



On the move . . .

### 27 vehicles

We couldn't imagine the **number of miles driven** by our own internal transportation system. Perhaps if *you* can, you will understand the need to grow our vehicle and transportation fund!



WOW!



Ronnie enjoys an afternoon baseball game ... with a friend.

### 292 reports

Group home residents participate in household chores and meal selection and are guided in a number of general life-skills areas every day.

Group home managers are required by APD to maintain quarterly reports on these skills and document the progress of all state funded individuals. Data collection is also in place for those who are privately funded. Reports monitor skills surrounding living activities, educational, fitness and nutritional goals and a broad range of other set objectives.

### 153,300 meals



### 20 sessions

All Duvall Home employees are required to participate in varied levels of training each year. Sessions cover a broad range of topics and critical aspects of working with the developmentally disabled. Each year, training focuses on subjects like CORE I Health and Safety, Rights and Choices, CPR, First Aid and Zero Tolerance. Recertification takes place as needed and all are kept current on mandatory updates and requirements.



### 12 x year

Duvall Home is monitored and assessed **twelve months of the year** by APD and undergoes an **annual licensing review** every August.

# DEVELOPMENT

## EXPANDING SUPPORT FOR DUVALL HOME

### 14 hi-lights

Duvall Home received media attention and acquired ad placement in both print and digital publications, offering us great visibility throughout the year.



View the many changes and updates on our website at [www.duvallhome.org](http://www.duvallhome.org).

### 1 annual fund

Learn about our new Annual Fund – the Duvall Home “Friendship Society”. Your gift of \$1,000 or more throughout a twelve-month period, provides you the opportunity to become a vital part of the Duvall Home community.

Contact: Elizabeth Bhimjee at 888-445-4722 ext. 102 or [ebhimjee@duvallhome.org](mailto:ebhimjee@duvallhome.org)

### one event

In April, we hosted a “Celebration of Care and Community” donor

recognition event. **100 guests attended and 7 of our 10 sponsors were new donors.**



Nancy, one of our residents, created the design here, which was featured in our invitations, programs and other event pieces.



CEO, Tim Cook, accepts Duvall Home’s 2014 Outstanding Community Partner award on behalf of Florida Hospital DeLand.

### \$3,000



Duvall Home hosted nearly **80 leadership volunteers from DaVita Labs** (Fort Lauderdale and DeLand),

who offered hands-on participation in the **landscaping of 5 group homes. 900 plants and bushes were installed**

as part of our 2014 *Beautification Project* and we were also presented with a \$3,000 donation toward material costs for future needs. Ronnie, another of our residents, created the artwork which was integrated into the award plaque given to our newest corporate partner.



DaVita Labs Leadership Team meets with Duvall Home residents during our 2014 Landscape Beautification Project.

### 200+ visitors

Church ambassadors, civic organizations, college and university visitors and business leaders visited our campus this year. We are continually building our resources and developing new relationships, always for the benefit of our residents.





## WAYS TO GIVE

ALL GIFTS HELP US GROW!

All gifts have an immeasurable impact on the lives of Duvall Home residents and enable us to deliver excellence in care and comfort to our disabled population. As we seek to provide the highest quality of life and greatest level of independence for our residents, our supporters have been at the forefront. Without your help, our year would not have seen such great success.

Our current fundraising project, the **Phantom Ball** is underway and we are reaching out to our closest friends and supporters. The plan is simple . . . the investment of time minimal. Best of all—**no formal wear is required. No need to buy a gown or tux . . . simply send in your donation, sit back, and (from the comfort of your own home) let your financial support make its critical impact.** You are cordially invited NOT to attend the biggest NON-EVENT in 2014 . . . and we hope you will join us by making your contribution today!



ALL gifts help us grow and enable us to offer the best in care to our residents. By contributing to the Phantom Ball, you strengthen programs and services that afford us the greatest opportunity to meet the ever-changing necessities of the people we serve. Your tax deductible gift helps us prepare for unanticipated and often urgent needs.

**The Phantom Ball has room for all . . .** invite everyone you know to participate, but NOT attend this gala event! Our venue has no maximum room capacity and friends, family, neighbors, co-workers, church members and civic groups . . . can all participate!

**Just provide a copy of the Phantom Ball Flyer (here), direct those interested to our website, or have them give us a call.** We are happy to answer any questions!

**For your convenience, you may use the envelope enclosed in this Newsletter.**

Make your check payable to:  
Duvall Home/Phantom Ball  
Mail to:  
PO Box 220036  
Glenwood, FL 32722

# RESIDENT SPOTLIGHT

## THE REAL SUPER STARS

Like all our residents, **Elizabeth, Jim, Kristin, and Tim** have traveled different paths to arrive here. Each brings a unique set of qualities and strengths to Duvall Home. From diverse beginnings and backgrounds, they have reached milestones by overcoming great personal challenges and are recognized here as just some of the year's super stars!



After living at McGaffin Hall (dormitory) for sixteen years, **Elizabeth** has moved into a group home environment. For the first time, she shares a new home with five roommates and has made a remarkable adaptation to her new surroundings.

Life changes are sometimes difficult, but **Jim** transitioned to Duvall Home from his family home when both parents passed away and it was clear that he needed special care. He is one of our newest residents and a wonderful new friend.



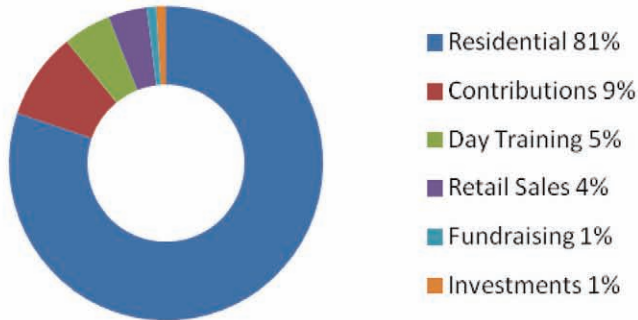
**Kristin** has lived at Duvall Home for five years and came to us from hospice care where her health was in dramatic decline. In the time she has been here, she has regained good health and is now an active member of the Day Training Program.

Having moved here when he was only ten, **Tim** has called Duvall Home *his home* for nearly forty years. He is one of our earliest residents and an integral part of our foundation. He travels to Daytona Beach every day to attend a vocational training program.

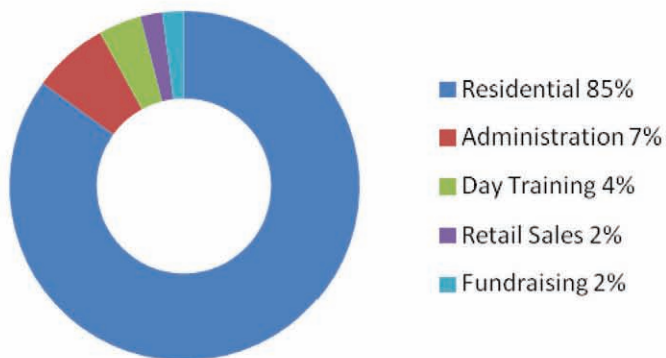


# FINANCIAL & DEMOGRAPHIC OVERVIEW

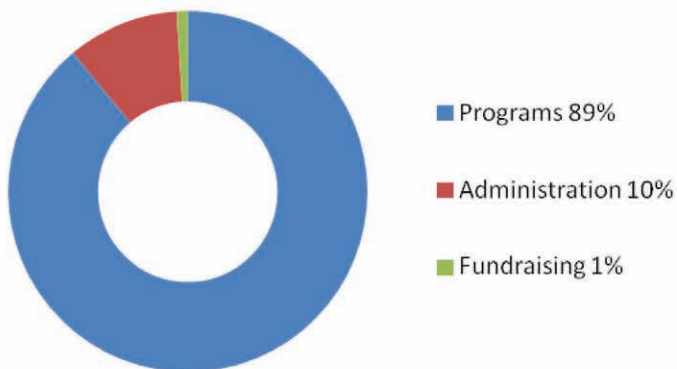
## REVENUE



## EXPENSES



## FUNCTIONAL ALLOCATIONS



## Financials

During 2013-2014, Duvall Home worked within the overall economic and political climate specific to the disability services industry. Despite the many challenges, our total revenue stayed consistent with the previous fiscal year. Our expenses were reduced by 5% and we continually strive for improved efficiencies in our operations.

We are proud to bring you this report and to commit to an even greater effort in 2014-2015.

## Demographics

Total number of residents: 128  
(as of this publication date)

Gender:

Male 67

Female 60

Age Range: 24-88

Median Age: 55

Disability by Diagnosis:

Autism 6%

Down Syndrome 16%

Cerebral Palsy 17%

Other Disabilities 61%

Funding Type:

State 57%

Private 43%

Top 5 of 25 States:

Florida, Georgia, Virginia, North Carolina, New Jersey



Presort Standard  
U.S. Postage Paid  
Non-Profit  
Permit 50  
32130

3395 Grand Avenue  
PO Box 220036  
Glenwood, FL 32722

Phone: 386-734-2874  
Toll Free: 888-445-4722  
Fax: 386-734-5504

Email: [info@duvallhome.org](mailto:info@duvallhome.org)  
Website: [www.duvallhome.org](http://www.duvallhome.org)

## How you can help make a difference

DONATE

PARTNER

VOLUNTEER

SPREAD THE WORD

ADVOCATE

LEAVE A LEGACY

SHOP OUR BARGAIN STORES

MEMORIALIZE A LOVED ONE

ASK YOUR EMPLOYER TO MATCH YOUR GIFT

BECOME A FRIENDSHIP SOCIETY MEMBER

LIKE US ON Facebook and Twitter

