



**The Arc**<sup>TM</sup>  
Carroll County

*Annual Report*  
FISCAL YEAR 2012

***Achieve with us.***



## *Mission, Vision and Core Values*

### MISSION STATEMENT

The mission of The Arc Carroll County is to support people with intellectual and developmental disabilities in their individual pursuit of a fulfilling life.

### VISION STATEMENT

The Arc Carroll County is a leading organization that champions for and supports people with developmental disabilities, while cultivating relationships that enrich our community.

### CORE VALUES

**Innovation** – Our founders pioneered the opportunities that exist today for people with developmental disabilities. We build on their courageous tradition of innovation and creativity in the design and delivery of our services.

**Integrity** – We operate with integrity in all that we do – as a service provider, as an employer, and as members of our community.

**Respect** – We treat everyone with respect. Dignity, choice, ability, privacy and opinion are fundamental principles of who we are.

**Quality** – We embrace the highest standards in all that we do. Quality in service and character drives our actions and attitudes.

**Caring** – We act with a genuine spirit of caring. A sincere interest in and concern for the complete well-being of all people define our actions.



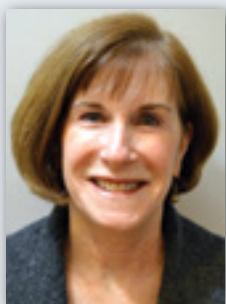
For people with intellectual and developmental disabilities

# Welcome

Dear Friends of The Arc,

As we reflect back on the past year, there are many reasons to celebrate the success of the people we support. We look forward to a New Year with hopes of improving our services and operations. We began last year with an updated strategic plan that helped focus our efforts in two key areas: strengthening our core services and improving our staff development. Success and achievement in those areas are evident as demonstrated in the following highlights:

- The Arc created The Occupational Readiness Program. It is based at the Carroll Nonprofit Center and provides participants with work opportunities and practical on-the-job assessments.
- We created "Embarc," our employee wellness program. Eighty-nine staff members received health risk screenings, and 48 staff members participated in a six-month wellness challenge through Embarc.
- The Arc established the "Arc Leadership" program. Four participants graduated from the first class. The Arc has selected four additional staff members to participate in the program, now in its second year.
- The Arc began a formal staff recognition program. The program includes individual recognition and agency-wide incentives for outstanding performance.
- The Arc partnered with Carroll County Public Schools' Office of Special Education, and Carroll Community College to create an innovative program called Seamless Transitions At Carroll Community College (ST@CC). It is housed at Carroll Community College. ST@CC provides students with career development classes and on-site job experience. The program also offers participants guidance on how to access community services.



*Lynn Davis*  
**Lynn Davis, President**

Maryland Nonprofits affirmed The Arc's commitment to operating a strong program that is well governed and fiscally sound by awarding our organization The Maryland Nonprofits' Standards for Excellence certification. Organizations that receive this recognition undergo a rigorous process that evaluates key governing, financial and operating procedures.

We continue to take small, but deliberate steps to renovate The Arc building. A renovated facility will enable us to better support the people who rely on The Arc for critical services. We also continue to have productive conversations with Carroll Child Care Center about housing an inclusive child care program at The Arc.

As we look forward to the New Year, our excitement is tempered by the reality that state and local funding has been cut. With a lack of resources, we struggle to help the people we support seize the many possibilities and opportunities that await them.

At The Arc, our staff is the key to our strength. Their dedication and commitment is evident throughout the organization. They take on challenges and find creative ways to make great things happen for the people we support. We are concerned that we may lose staff if we are unable to offer a living wage. This would be a loss for everyone.

You can help alleviate these concerns by making a gift or donation to The Arc. Please help The Arc support people with disabilities in their individual pursuit of fulfilling life. You can donate online at [www.arccarroll.com](http://www.arccarroll.com), or by returning the envelope enclosed in this report.



**Donald Rowe, Executive Director**



# Financial Highlights

## STATEMENT OF FINANCIAL POSITION

June 30, 2012

### ASSETS

■ Current assets	<b>\$1,514,965</b>
■ Property and equipment – net	<b>\$4,947,658</b>
■ Other assets	<b>\$10,012</b>
■ <b>Total Assets</b>	<b>\$6,472,635</b>

### LIABILITIES AND NET ASSETS

■ Liabilities	
■ Current liabilities	<b>\$1,173,517</b>
■ Long-term liabilities	<b>\$1,704,317</b>
■ <b>Total Liabilities</b>	<b>\$2,877,834</b>

■ Net Assets	
■ Unrestricted	<b>\$2,527,349</b>
■ Unrestricted – board designated	<b>\$925,241</b>
■ Temporarily restricted	<b>\$142,211</b>
■ <b>Total Net Assets</b>	<b>\$3,594,801</b>

■ <b>Total Liabilities &amp; Net Assets</b>	<b>\$6,472,635</b>
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## STATEMENT OF ACTIVITIES

June 30, 2012

### SUPPORT & REVENUE

■ Government revenue	<b>\$10,584,926</b>
■ Contracts and other revenue	<b>\$425,477</b>
■ Public support	<b>\$170,340</b>
■ <b>Total Revenue</b>	<b>\$11,180,743</b>

### EXPENSES

■ Program Services	<b>\$9,599,225</b>
■ Management and general	<b>\$730,307</b>
■ Fundraising	<b>\$193,512</b>
■ <b>Total Expenses</b>	<b>\$10,523,044</b>

### WHERE THE MONEY GOES

■ Community Living Services	<b>41.8%</b>
■ Employment & Day Services	<b>22.8%</b>
■ School Bus Transportation	<b>26.6%</b>
■ Administration & General	<b>8.8%</b>

\*The full audit may be obtained at [www.arccarroll.com](http://www.arccarroll.com) or by calling 410-848-4124.

# Summary of Services

*The following services were provided July 1, 2011 through June 30, 2012*

## EMPLOYMENT SERVICES

- Number of people served: **140**
  - Funded by Developmental Disabilities Administration: **132**
  - Funded by Department of Rehabilitation Services: **3**
  - Unfunded: **3**
  - Private Pay: **2**
- Number of people with jobs, educational opportunities and/or volunteer opportunities: **96**
- Number of employers participating in Employment Services: **68**
- Number of hours worked at paid job sites: **25,181**
- Number of hours worked at volunteer sites: **8,922**
- Number of hours worked at enclave sites: **9,933**
- Percentage of people working: **29%**
- Number of people who own their own business: **3**

## COMMUNITY LIVING SERVICES

- Number of people supported in 10 homes: **28**
- Number of people receiving support services: **79**

## EDUCATIONAL PARTNERSHIPS

- Number of students participating in educational partnerships: **120**
- Number of students supported in summer youth employment programs: **29**
- Number of job sites partnering with educational programs: **30**
- Number of transition programs participating in: **4**

## TRANSPORTATION SERVICES

- Number of adults transported by van per day: **34**
- Number of van miles traveled per day: **460**
- Number of students transported to Carroll County Public Schools per day: **402**
- Number of school bus miles traveled per day: **4,596**

## SATISFACTION

- For people receiving supports: **96%**
- For employers: **100%**

\*We are committed to ensuring that no person is excluded from participation in or denied the benefits of the transit services we offer. This policy is consistent with the requirements of Title VI of the 1964 Civil Rights Act.





# Customized Employment:

## ALEX: LEARNING, WORKING & THRIVING

Alex Bosley is like most 21-year-olds. She wants a close circle of friends, an apartment of her own and a job that she loves.

Alex came to The Arc after graduating from North Carroll High School. She had a lot of different programs in the county to choose from, but Alex and her family chose The Arc to assist her in overcoming some of the obstacles associated with an intellectual disability.

For the last year, Alex has been working with The Arc to achieve her goals. She has already come a long way. She has made several supportive friends at The Arc. She has landed a job as a dishwasher at Dutch Corner Restaurant in Manchester, and she volunteers as a receptionist at The Carroll Nonprofit Center in Westminster.

Alex, who is quick to smile and laugh with her friends, is one of the first round of people to go through The Arc's new Occupational Readiness Program. The program's main goal is to help young people transitioning out of Carroll County high schools find meaningful jobs with an accompanying paycheck.

Alex has already developed skills that have helped her land a job. Through the program, Alex has learned how to conduct an online job search and talk to potential employers about possible openings. She also learned that you need to dress to impress when going on job interviews and not dab on too much perfume.

Alex employed all that she learned through the program when she went on her own job search. That's how she got her job at Dutch Corner Restaurant, she said.

Recently, Alex was volunteering with a group of her friends at Child Care Choices at The Carroll Nonprofit Center. They were making visual aids that will help preschool-aged children better understand and cope with their feelings. She and the other volunteers laughed

and joked as they cut out pictures and laminated them for day care centers across the county.

Alex's mother, Tracie Beam, has already noticed some big changes in her daughter since Alex began her work with The Arc.

"She has a lot more confidence," Tracie said. "She loves what she is doing. She feels like she is making a huge difference."

Ultimately, what Alex wants is the same thing her mother and the staff at The Arc want for her: a good life, where Alex is in charge of the direction it takes.

"She is becoming more and more independent," Tracie said. "She has just blossomed into this beautiful young lady."



# Finding Meaningful Work

## GREG: INDEPENDENT & ENRICHING LIVES

Fran Allen knew something was different about her youngest son when he was born. Doctors at Carroll County Hospital confirmed what she had suspected: her son, Greg Allen, had Down syndrome.

Fran didn't know much about the genetic disorder, but she knew that her family needed help. They called The Arc Carroll County when Greg was just two days old.

Greg is now approaching 40. Officially, Greg began using The Arc's services when he turned 21. Unofficially, The Arc has been a part of Greg's life practically since he was born.

When Greg lived at home with his parents, The Arc provided support staff to assist the Allen family with his needs.

Today, Greg lives independently in what his mother calls a "wonderful apartment" in Eldersburg. The Arc provides support staff to help Greg do the little things most of us take for granted through The Arc's Community Supported Living Arrangement program.

With that help, Greg is able to go grocery shopping, manage his finances, get to doctors' appointments and engage in some of his favorite pastimes. He loves to go bowling and go to restaurants with his friends. He also has been able to make it to Camden Yards to cheer on the Orioles.

Greg has a girlfriend and a strong network of friends that he calls his "Arc family." They come together like any other family to celebrate life's important events. Greg also volunteers at Carroll Hospital Center, where he has made friends.

Over the years, Fran has been able to make some pretty good friends at The Arc, too. She found support and friendship from other Arc parents who also were raising children with special needs.

Fran fondly recalls writing a book called "Love, Laughter and

Tears," with other Arc parents years ago about their experiences.

"I wouldn't know this wonderful group of people if not for Greg," Fran said. "We all feel that we are very lucky to have our children with disabilities. They haven't taken away from our lives. They've added to our lives."

Fran is proud of what her son has been able to accomplish with The Arc's help.

"It's wonderful," Fran said. "They are his very best friends."

She is also comforted that Greg is able to live on his own with The Arc's help. She and her husband are older now and live in a retirement community. Greg is very independent, and a retirement community is not a place for a young man like Greg.

"I don't know what I would do if I didn't have The Arc," Fran said.



# Board and Administration

## The Arc of Carroll County 2011-2012 Board of Directors and Officers

### OFFICERS

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Carroll County Youth Service Bureau/  
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*Vice-President*

**Brenda Fisher**

Carroll Community Bank

*Secretary*

**Chuck Herboldsheimer**

Parent Advocate

*Treasurer*

**Rob Burk**

Carroll County Government

*Immediate Past President*

**Sherri Chavis**

Parent Advocate

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Carroll County Public Schools

**Bryon Ensor**

Self Advocate

**Russell "Rusty" Gray**

Carroll County Public Schools

**Erin Leech**

The Judy Center

**Lyndi McNulty**

Gizmos Art

**Ron Morningstar**

Self Advocate

**Lou Salafia**

International Financial Services

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*Executive Assistant*

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*Consumer Resource Administrator*

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*Transportation Director*

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Program Coordinator*

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*Day Program Coordinator*

**Robyn Frye**

*Day Program Coordinator*

**Floyd Westbrook**

*Program Facilitator*

**Danielle Ogle**

*Community Integrator*

**Rebecca "Becca" Hanzsche**



# Supporters of the Arc

The Arc Carroll County gratefully acknowledges the following individuals, businesses, foundations and organizations that, in FY 2012 (July 1, 2011 - June 30, 2012) supported our mission and the people we support. Every effort has been made to ensure the accuracy of this list. If you feel an error has been made, please contact the development office at 410-848-4124.

## \$30,000+

Maryland Affordable Housing Trust

## \$5,000 – \$9,999

BJ's Charitable Foundation  
Chesapeake Bay Area Combined  
Federal Campaign #74726  
Novartis Pharmaceuticals Corporation  
The John Ben Snow Memorial Trust  
W&W Tire and Auto Service

## \$2,500 – \$4,999

All Smiles Dental Care  
Carroll County Public Library  
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Knights of Columbus Council #1393  
Knights of Columbus Council #10525  
Richard J. Princinsky & Associates  
Ridge Engineering, Inc.  
Venable Foundation LLP

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Joseph and Dorothy Baranauskas  
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Carroll Hospital Center  
Carroll Vista  
Combined Federal Campaign of the  
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Barry and Teresa Hughes  
Jiffy Lube  
Knights of Columbus Council #9127  
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Dennis and Janice Manuel  
Maryland Charity Campaign  
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Mullen, Sondberg, Wimbish & Stone  
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ProTech  
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Smiles for Life Foundation  
Mike Smith  
Susquehanna Bank  
Teammates for Kids Foundation  
The Insurance Exchange  
Janet Thomas  
Westminster Elks #2277

## \$500 – \$999

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Airpark Primary Care  
Scott and Lisa Albin  
American Bus Sales  
Bare Truck Center, Inc.  
Gilbert and Danna Blum  
Bruce Grau and Associates  
Roger W. Burdette  
Shirley Butler  
Carroll Community College  
Carroll Lutheran Village  
Carroll Occupational Health Solutions  
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Tim and Darla Copenhaver  
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DMK Consulting Group  
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## \$250 – \$499

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Lisa Utz  
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Michael Carr  
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Carroll Community Bank  
Carroll County Recycling Center  
Carroll County Times  
Carroll County Youth Services Bureau  
Carroll Scottish Rite Club  
Eric and Cristin Cellitto  
Sylvan Learning Center  
Central Carroll Animal Emergency

Central Maryland Rehabilitation  
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Garland Friese  
Brandon Fritz  
Desira Fritz  
Joe and Linda Fuchs  
Kelly Fuller  
Deanna Furman  
Gerald Fuss  
Mark and Susan Gabriele  
Timmy and Kari Ganske  
Jack and Christina Garbart  
Patty Garber  
Gavagan's Home Furnishings  
Frederick Gelhaus  
Redonna Genco  
Christina Gennity  
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Angie Glass  
Glenn Goff  
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Stephen Goodwin  
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Henrietta Gordon  
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