



The Arc[™]

Carroll County

Annual Report
FISCAL YEAR 2011

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,

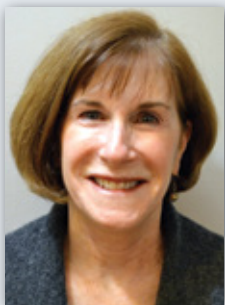
With warm greetings, we hope that the New Year has brought a renewed sense of excitement about what the new year may bring. As we reflect on the past year, the excitement over a new Arc brand and logo was tempered by the ongoing news of fiscal uncertainty in our industry. The new design of our employment program and embracing the national movement towards Employment First was balanced by a local job market that was struggling to create new jobs. Our proud feelings of receiving another three-year accreditation by the Commission on Accreditation for Rehabilitation Facilities (CARF) in all 12 of our program areas, and applying for Standards for Excellence accreditation from the Maryland Association of Nonprofit Organizations was offset by ever increasing oversight within the human service industry. Simply, while our accomplishments provided exciting moments, we continue to be challenged by a variety of economic and health industry factors that require careful and thoughtful actions.

Our sense of excitement for the New Year is created by opportunities to “achieve with us”. We are continuing our exploration with Carroll Child Care Center about providing inclusive child care at The Arc managed by

Carroll Child Care. Also, it is time once again to engage our organization in strategic planning and engaging our stakeholders as they help us improve our services and look into the future for new opportunities.

We are proud of the many dedicated Arc staff who support our clients in getting jobs, moving into new homes, making new friends, and realizing their dreams. They have proven over and over their commitment to improving the quality of life for people with intellectual and developmental disabilities. Our fear is that without a “living wage” many of our staff will look elsewhere and to other better paying careers. We are hoping this challenge doesn’t become a crisis and our ability to attract and retain quality staff isn’t diminished through inadequate funding.

You can help The Arc continue as a leader in our community in supporting our society’s most vulnerable citizens by considering a gift to The Arc. For your convenience, a gift envelope is included in printed copies of this report. If you are reading this online, you can make a gift securely on our website www.arccarroll.com. Without The Arc, who would step forward to provide this support?



Lynn Davis
Lynn Davis, President

A handwritten signature in dark ink, appearing to read "D. Rowe".

Donald Rowe, Executive Director



Financial Highlights

STATEMENT OF FINANCIAL POSITION

June 30, 2011

ASSETS

■ Current assets	\$2,924,766
■ Property and equipment – net	\$4,764,693
■ Other assets	\$26,319
■ Total Assets	\$7,715,778

LIABILITIES AND NET ASSETS

■ Liabilities	
■ Current liabilities	\$2,965,107
■ Long-term liabilities	\$1,813,574
■ Total Liabilities	\$4,778,676

■ Net Assets	
■ Unrestricted	\$1,987,235
■ Unrestricted – board designated	\$820,404
■ Temporarily restricted	\$129,463
■ Total Net Assets	\$2,937,102

■ Total Liabilities & Net Assets	\$7,715,778
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STATEMENT OF ACTIVITIES

June 30, 2011

SUPPORT & REVENUE

■ Government revenue	\$9,880,421
■ Contracts and other revenue	\$629,977
■ Public support	\$203,438
■ Total Revenue	\$10,713,836

EXPENSES

■ Program Services	\$9,326,601
■ Management and general	\$749,149
■ Fundraising	\$182,958
■ Total Expenses	\$10,258,708

WHERE THE MONEY GOES

■ Community Living Services	41.6%
■ Employment & Day Services	21.6%
■ School Bus Transportation	27.7%
■ Administration & General	9%

*The full audit may be obtained at www.arccarroll.com or by calling 410-848-4124.

Summary of Services

The following services were provided July 1, 2010 through June 30, 2011

EMPLOYMENT SERVICES

- Number of people served: **163**
 - Funded by Developmental Disabilities Administration: **128**
 - Funded by Department of Rehabilitation Services: **6**
 - Unfunded: **3**
 - Private Pay: **3**
- Number of people with jobs, educational opportunities and/or volunteer opportunities: **87**
- Number of employers participating in Employment Services: **80**
- Number of hours worked at paid job sites: **28,345**
- Number of hours worked at volunteer sites: **8,369**
- Number of hours worked at enclave sites: **10,633**
- Percentage of people working independently: **87%**
- Number of people who own their own business: **3**

COMMUNITY LIVING SERVICES

- Number of people supported in 10 homes: **27**
- Number of people receiving support services: **62**

EDUCATIONAL PARTNERSHIPS

- Number of students participating in educational partnerships: **111**
- Number of students supported in summer youth employment programs: **25**
- Number of job sites partnering with educational programs: **19**
- Number of transition programs participating in: **4**

TRANSPORTATION SERVICES

- Number of adults transported by van per day: **30**
- Number of van miles traveled per day: **320**
- Number of students transported to Carroll County Public Schools per day: **512**
- Number of school bus miles traveled per day: **4,978**

SATISFACTION

- For people receiving supports: **90%**
- For families: **90%**
- For employers: **91%**
- For other support providers: **87%**



Customized Employment:

TINA: PEOPLE PERSON LOOKING TO CONNECT

Tina South's biggest asset is her warm personality and her ability to connect with people. She makes everyone she meets feel like they've been a long-time friend.

Tina is one of the first people supported by The Arc to participate in the new Customized Employment Process that is being integrated into employment services. The approach is completely individualized and requires the job seeker to be an integral part of the process.

The five-step process is designed to:

- Get to know the job seeker and help them explore their job interests
- Plan for the job search and develop any skills needed
- Make employer contacts to learn about them and the specifics of the job
- Match the employer and the job seeker's needs and then negotiate for the job
- Land the job – and get to work!

One of the underlying concepts of Customized Employment is that each job seeker is supported throughout the process by a team of people who are important to them. In Tina's case, several staff members who have supported her for a very long time and her good friend Mike are on her team. They met for the first time in a coffee shop that Tina enjoys and got down to business. Tina expressed to her team that she wants to get out of The Arc building more, work with new people and earn an income that will support a more active social life.

Through the process Tina and her team have identified that she has a pleasant personality, strong customer service skills, enjoys clerical tasks and may be interested in baking. She's been practicing job skills like word processing so that she's ready when she finds the perfect job and

is completing a computer skills certification class at Goodwill.

Tina has had an informational interview with an employer and has begun to contact other employers in search of employment. Once she's successful, her team will continue to support her and a job coach from The Arc will liaison between her and her employer to ensure that the relationship is a successful one.

For now, she's working on acquiring a volunteer position in a nursing facility where she'll be interacting with residents and perhaps doing a bit of clerical work. She hopes to develop skills at this volunteer job to help in her future community employment.

For Tina, a paying job is essential. It gives her the financial resources to have a more active social life so that she can spend more time with people in the community doing the things that she loves.



Finding Meaningful Work

RALPH: NURTURING A POSITIVE WORK ETHIC

Ralph Gemmill likes to stay busy. At 38, he is an employee, an entrepreneur, an athlete, and an aspiring actor, among other things.

Ralph is engaged in the Customized Employment Process at The Arc. For him, the process is truly customized. In addition to traditional employment roles, some job seekers are interested in a microenterprise model. Three entrepreneurs, including Ralph, have their own vending businesses and a fourth is exploring a recycling opportunity.

With the support of The Arc, his mother's steadfast belief and his own determination, Ralph started Gemmilicious Vending in 2009. He has three machines, which are located at SERRV in New Windsor and the Westminster City Police Department. He also participates in an enclave that services three additional machines owned by The Arc at the Carroll County Agriculture Center, Carroll Springs School and the Carroll County Nonprofit Center.

As an active person, Ralph wanted another job to supplement his vending income. "I like to work," he says.

Working through the Customized Employment Process, he discovered an interest in the food industry while participating in a career exploration opportunity at The Olive Garden in Westminster. He really liked the work. An Arc staff member approached Paradiso Restaurant in downtown Westminster about employing Ralph.

The restaurant had worked with The Arc before and knew the value that an Arc trained employee would bring to the establishment. Ralph completed a couple of weeks of job shadowing, held a final meeting with his support team and

finally started his job at Paradiso as a dining room attendant. He works two days a week and his duties include prepping pizza boxes and maintaining the dining room. Sometimes he'll also wash the windows and fill up the soda machines. With Ralph taking care of those tasks, restaurant staff can focus on customer service.

Even while not working Ralph stays busy. He recently acted in his first play "Trick or Treat" at McDaniel College, a murder mystery produced by the Therapeutic Recreation Drama 101 class. He's had a fondness for acting since childhood and embraced the opportunity to play a vampire in the production. Ralph also volunteers at Kernan's Hospital as an elf during the holidays, and is very active in Special Olympics activities including skiing and other winter sports, the Polar Bear Plunge and the Law Enforcement Torch Run.



Board and Administration

The Arc of Carroll County 2010-2011 Board of Directors and Officers

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Parent Advocate

Vice-President

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Program Assistant

Emily Weinhold

Transportation Assistant

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Work Services Program Assistant

Danielle Ogle

Support Services

Program Assistant

Brittany Jocoher

Supporters of the Arc

The Arc of Carroll County gratefully acknowledges the following individuals, businesses, foundations and organizations that, in FY2011 (July 1, 2010 – June 30, 2011), 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.

\$10,000+

Maryland Affordable Housing Trust

\$5,000 – \$9,999

BB&T

\$2,500 – \$4,999

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Tom and Sandy Ferguson
Knights of Columbus Council #1393
The John J. Leidy Foundation, Inc.
Dr. William G. and E. Suzan Miller
Susquehanna Bank
United Way of Central Maryland
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W&W Tire and Auto

\$1,000 – \$2,499

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American Bus Sales
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Bruce Grau and Associates
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Mike Smith
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Gilbert and Danna Blum
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Stevenson and Joanne Yingling

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Liberty Street Rods of Carroll County
Jimmy and Betty Long
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Morber Marketing Group
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The GFWC Jr. Woman's Club of Westminster

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Lisa Utz
Kathleen Vardon
Walmart Eldersburg
Westminster Lions Club

\$100 – \$249

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Audrey Ballard
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Wayne and Bonnie Barnes
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Andrea Boehl
John and Debbie Boehl
Maggie Boehl
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Mark and Sherrine Bollinger
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Larry and Mary Brown
Bucs Pleasure Club
Raymond and Patricia Burden
Calvert Internal Medical Group
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Marie Carbaugh
Carroll Community Bank
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Brenda and Nelson Clarke
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Donna Kibler
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\$100 – \$249

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