



Annual Report
FISCAL YEAR 2018

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.



Welcome

With warm greetings, we are happy to share our thoughts in the new year.

The Arc is looking forward to being fully engaged in implementing a new strategic plan. The components of the plan are designed to assure that The Arc is well positioned to thrive as our industry undergoes significant changes. In keeping with our culture, we recognize the challenges and learning opportunities that change brings. We tend to focus on the opportunities that can and will exist for the people we support. In partnership with our many stakeholders and community, we welcome the leadership role in charting a new course for service delivery and organizational excellence. The Arc is fortunate to have a dedicated and caring workforce that rises to the challenge each day.

The Arc's workforce, especially direct support professionals are the focus of several of our strategic initiatives. The Arc is looking forward to strengthening our team that is better trained, more engaged in person-centered thinking and planning and better compensated, as we believe our staff members are our most valuable resource to fulfilling our mission and vision. To help support this initiative, The Arc is embarking on a strategy to increase its financial resources, so we can fund this project. Stay tuned for more about The Arc's "Strengthening Relationships" campaign.

The Arc had a transformative year, with many individual and organizational accomplishments and a few stories are highlighted in this annual report. The Arc launched their technology center that is a collaborative effort between the Arc US, Comcast NBC Universal and The Arc Carroll County. The center is being utilized by several students and adults who want to enhance their technology skills. The Arc was awarded a grant from The Kahlert Foundation that will be used to further our commitment to more community focused employment services for students as they begin to transition into adult services. The Arc was awarded a Transforming and Improving Practices through Customized Technical Assistance (TIP) grant, which will be used to purchase consulting services to enable The Arc to consistently apply the principles of person-centered thinking and planning throughout the organization. The Arc's educational partnerships program continues to expand and increase the number of students supported by an array of innovative service options.

We hope that you have a prosperous year and encourage you to consider a financial contribution to The Arc to help support our mission.

Best wishes,



Sherri-Le Bream
Sherri-Le Bream, President



Donald Rowe
Donald Rowe, Executive Director

Financial Highlights

STATEMENT OF FINANCIAL POSITION

June 30, 2018

ASSETS

■ Current assets	\$2,249,147
■ Property and equipment – net	\$7,784,334
■ Other assets	\$47,931
■ Total Assets	\$10,081,412

LIABILITIES AND NET ASSETS

Liabilities

■ Current liabilities	\$1,002,661
■ Long-term liabilities	\$1,522,798
■ Total Liabilities	\$2,525,459

Net Assets

■ Unrestricted	\$6,040,123
■ Unrestricted – board designated	\$1,277,638
■ Temporarily restricted	\$238,192
■ Total Net Assets	\$7,555,953

■ Total Liabilities & Net Assets	\$10,081,412
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STATEMENT OF ACTIVITIES

June 30, 2018

SUPPORT & REVENUE

■ Government revenue	\$11,344,466
■ Contracts and other revenue	\$515,082
■ Public support	\$217,586
■ Total Revenue	\$12,177,134

EXPENSES

■ Program Services	\$10,573,726
■ Management and general	\$983,544
■ Fundraising	\$108,222
■ Total Expenses	\$11,665,492

WHERE DOES THE MONEY GO?

■ Community Living Services	40.6%
■ Employment & Day Services	25.2%
■ School Bus Transportation	24.6%
■ Administration & General	9.3%
■ Autism	.3%

*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, 2017 through June 30, 2018

ADULT SERVICES

- Number of people served: **138**
 - Funded by Developmental Disabilities Administration: **137**
 - Funded by Department of Rehabilitation Services: **0**
 - Unfunded: **0**
 - Private Pay: **1**
- Number of people with jobs, educational opportunities and/or volunteer opportunities: **89**
- Number of employers participating in Employment Services: **89**
- Number of hours worked at paid job sites: **29,001**
- Number of hours worked at volunteer sites: **7,292**
- Number of community learning hours: **3,155**
- Number of hours worked at enclave sites: **8,147**
- Percentage of people working: **59%**
- Number of people who own their own businesses: **3**

COMMUNITY LIVING SERVICES

- Number of people supported in nine homes: **26**
- Number of people receiving support services: **75**

EDUCATIONAL PARTNERSHIPS

- Number of students participating in educational partnerships: **55**
- Number of students supported in summer youth employment programs: **27**
- Number of students in paid jobs: **19**
- Number of transitional post-secondary: **37**
- Number of students funded by Department of Rehabilitation Services: **79**

TRANSPORTATION SERVICES

- Number of adults transported by van per day: **32**
- Number of van miles traveled per day: **376**
- Number of students transported to Carroll County Public Schools each day: **500**
- Number of school bus miles traveled per day: **4,548**

SATISFACTION

- For people receiving support services: **99.6%**
- For people receiving residential services: **96.4%**
- Employment & Day services: **98.4%**
- Overall: **98.1%**

*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.



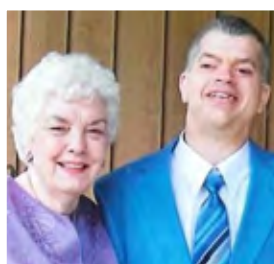
Champions Circle

Launched in 2018, the *Champions Circle* recognizes individuals who have planned a future gift to benefit The Arc Carroll County. Such gifts can include a bequest (any percentage or amount) to The Arc or naming The Arc as a beneficiary of a life insurance policy or an IRA. Below are a couple of stories from new *Champions Circle* members. The Arc is grateful for their support and for joining our legacy of service to people with disabilities and their loved ones throughout Carroll County.



GEORGE SLACUM

Mr. George Slacum drove The Arc's school buses for seven years. He has made a planned gift that will support our long-term success. "My belief in God leads me to help others," says Slacum. "I know that The Arc helps people who need extra assistance, and I want to support their work."



PATRICIA SPICER

Mrs. Patricia Spicer and her son, Stuart have been connected with The Arc for many years. Mrs. Spicer has included The Arc in her estate plans. "I've cared for Stuart all of his life," says Spicer. "My gift to The Arc will help Stuart's care and comfort continue into the future."

If you have made a planned gift to benefit The Arc and would like to be a member of the *Champions Circle*, or if you would like to learn more about planned gifts, please call (410) 848-4124.

Arc Success Story

CHRISTINE UTZ

Christine Utz has been living in an Assisted Living Unit with The Arc Carroll County since 1987 with roommates and 24 hours a day staffing. This year, with the encouragement of her team, Christine moved into her own apartment. After looking at many apartments in downtown Westminster, she finally found the perfect place for her. One of her favorite parts of moving were the multiple shopping trips. She loved picking out all new furniture, utensils, linens, and decorations for her very own home. She especially enjoyed going home and decorating however she wanted.

Naturally, Christine had many concerns about this transition. While her team had full confidence that she could learn to be independent, Christine worried that she may not be successful without 24-hour support. Christine has learned a lot of new skills that will help her continue to increase her independence. Her job coach has been helping her to cross the street on her own and has been encouraging her to prepare her own meals. Christine has also been increasing her alone time and is slowly becoming comfortable and confident on her own. She and her staff are working on fading out her overnight support and she has done an excellent job with it. She will continue to learn and grow with the hopes of having a more independent life!



Arc Success Story

A large component of The Arc's mission focuses on helping the people we serve find and sustain meaningful employment throughout our community. Over the past year, we have been fortunate to partner with more than 80 employers as part of this effort. Our partnerships often grow beyond the hiring of an employee. This was the case two years ago when Michele Jacobs, our vocational program coordinator went to Bess & Ben's Country Kitchen in Taneytown, MD. Jacobs spoke with the restaurant's owner, Rod D. Gross about our employment program and shared how there are many individuals at The Arc who are eager to work and certainly capable of getting the job done. Jacobs explained how job coaches work alongside the employees to help train them, then gradually step back as the employees gain independence.

Gross gave the idea a chance and Country Kitchen now has two employees, Krystal and John from The Arc. They perform a variety of cleaning and cooking duties, but they mean a lot more to Gross than simply employees earning a paycheck. ***"Our employees from The Arc are my family,"*** explains Gross. ***"I would encourage any business that doesn't partner with The Arc to do it. They're missing out."*** The Arc is thankful to have these win-win partnerships with employers like Country Kitchen throughout Carroll County, and the rewards seem to impact everyone who is part of the process. Jacobs adds, ***"Watching someone grow from needing support at volunteer sites to being independent with community employment is as rewarding for me as it is for the employee."***



Board and Administration

The FY 2018 Arc Carroll County Board of Directors and Officers

OFFICERS

President

Sherri-Le W. Bream

*Retired Educator from Carroll
County Public Schools*

Vice-President

Corynne Courpas

Performance Food Group

Secretary

Erica Wheeler

Self Advocate

Treasurer

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*Associate Dean at
McDaniel College*

Rob Burk

Carroll County Government

Lynn Davis

*Carroll County Youth
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Parent Advocate*

Charles O. Fisher, Jr.

Walsh & Fisher, P.A.

Helen W. Whitehead

Whitehead Coaching LLC

Carroll Yingling

RBC Wealth Management

ADMINISTRATION

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Mary Jo Walla

Deputy Executive Director

Cindi Aughinbaugh

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Becky Barry

*Support Services Program
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Kim Booe

Executive Coordinator

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Vocational Program Coordinator

Shari Carver

*Assistant Director of Service
Planning & Community
Partnerships*

O’Ryan Case

Director of Development

Marsha Christian

Transportation Assistant

Cheryl Fabela

Junior Accountant

Kathy Forbes

Director of Human Resources

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Director of Finance

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Melissa Hardee

Community Integrator

Krissy Heuer

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Brittany Jacober

*Assistant Director of Quality
Assurance*

Michele Jacobs

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Starr Jolbitado

*Assistant Director Educational
Partnerships*

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Vending Services

Michelle Murphy

Health Services Assistant

Lisa Parks

Health Services Coordinator

Rebecca “Becki” Pearson

*Support Services Program
Coordinator*

Genice Rill

Receptionist/Training Assistant

Lois Ruiz

Consumer Resources Administrator

Carly Stahlman

Day Program Facilitator

Ted Stonesifer

Transportation Director

Dawn Tober

Day Program Facilitator

Floyd Westbrook

Day Program Coordinator

Danielle Yeshnik

Day Program Coordinator

Supporters of the Arc

The Arc Carroll County gratefully acknowledges the following individuals, businesses, foundations and organizations that in FY 2018 (July 1, 2017 – June 30, 2018) 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 +

Ruth Bair
The Rusty Nuts Hod Rod Group

\$5,000 - \$9,999

Glenn Bair
BB&T
Nancy Walla Cherone
Gary and Dale Davis
Lazarus Church
Helen C. Ries
W&W Tire and Auto

\$2,500 - \$4,999

Granville and Judith Albright
American Endowment Foundation
Carroll County Anesthesia Associates
Adam and Sherri Chavis
Dimensional Health Care Associates
The Kahlert Foundation
Hill Development Group, LLC
Barry and Teresa Hughes
Knights of Columbus Council #1393
Lehigh Cement Company
M. Lee and Louna Primm
PSA Insurance & Financial Services
R. Wayne Feezer Memorial Foundation
Ridge Engineering, Inc.
Carroll and Sue Yingling

\$1000 - \$2,499

Airpark Animal Hospital
American Bus Sales
Steve and Laura Aquino
Dave Bollinger

Jennifer Bubczyk
Corynne Courpas
Cross Roads Truck & Auto
Monty and Cynthia Dickens
Todd and Kelly Frager
Fuchs North America
Charles and Nancy Herboldsheimer
Doris J. Hull
Knights of Columbus Council #9127
Dr. James Lightner
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Mutual of America
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O'Bara and Brehm Transfer, Inc.

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Quantum Internet and Telephone
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Lou Salafia and Helen W. Whitehead
Spirit of Hope Children's Foundation, Incorporated
Summit Building Services, Inc.
The Far Corner Charitable Fund
The Insurance Exchange
Mary Jo Walla
Walsh and Fisher
Sherry West
John and Sharon Yingling
Tom and Susan Zirpoli

\$500 - \$999

Airpark Primary Care
BB&T Frederick Underwriters Insurance
Ken and Kim Booe
Robert and Sherri-Le Bream
Charles Brehm
Robert M. Burk

Carroll Community College
Carroll Community Bank
Carroll Lutheran Village
Carroll Occupational Health Solutions
Christmas Project Butler
Clear Channel Outdoor
Cory S. Colassard
Lynn and Rick Davis
Farmers & Merchants Bank
Neal and Nancy Hoffman
Johnson, Mirmiran & Thompson, Inc.
Kite Technology Group
Knights of Columbus Council #10525
M&T Bank
Robert Martin
Naylor Plumbing Heating and A/C, Inc.
Northern Pharmacy & Medical Equipment
PNC Institutional Investments Group
Ride With Us, Inc.
Rotary Club of Bonds Meadow
Rotary Club of Westminster
Kurt and Marla Roth
Smiles for Life Foundation
Stephen and Sharon Sullivan
Sykesville/South Carroll Rotary Club
Taneytown Lions Club
Victoria and Patrick Taylor
The Greene Turtle
Janet Thomas
Joy Thomas
Raymond and Nancy Wallace
Westminster Elks #2277
Westminster Lions Club
White's Seal Coating, LLC
Stevenson and Joanne Yingling

\$250-\$499

John Allemang
Asbury Communities Inc.
Joseph and Dorothy Baranauskas
Mark and Sherrine Bollinger
Alan and Joan Brothers
Brad Buckman
Carroll County Public Schools
CMW Group, Inc.
Davis Library
Fulton Construction, Inc.
Jenny Griffin
Charles Brent Grove
David Haug
Paul and E. Jane Heinrich
Rosemarie and Lawrence Helminiak
Matt Hoff
Hoffman, Comfort, Offutt, Scott & Halstad, LLP
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Karen Lee
Mm Engineers Inc.
Kenneth R. MacIvor
James Maleady
Martha Metcalf
Gary Miller
Paul & Penny Morgan
Myers-Durboraw Funeral Home
NoWorriesIT
Jo Anne Norton
NWSB Bank
On Earth Peace Assembly, Inc.
Jeff Palmer
Michael D. Parks
Becki Pearson
Raymond and Becky Price

Roaring Run Lions Club, Inc.
 Bob Rowe
 Stocksdale's Auto Sales
 Sebian Associates, Inc.
 Peggy Stafford
 Swain Supply
 Tevis Energy
 United HealthCare Services Inc.
 The Arc of Washington County
 The Bucs Club, Inc.
 The Braun Corporation

\$100 to \$249

Beth Alban
 Wayne and Bonnie Barnes
 Charles and Anna Rae Barnhart
 Bruce Battaglia
 Belsky Weinberg & Horowitz LLC
 Jennifer Beskid
 Kelly Biemer
 Frank Biro
 Arnold and Sandra Blaustein
 Maggie Boehl
 June Bollinger
 Tim and Stacey Bowen
 Carolyn Braverman
 Steven and Norma Brown
 Carol Burch
 Burger King
 Edith S. Calhoun
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 Carroll Hospital Center
 Alice and Robert Coen
 Ronald Coleman
 Danny and Lynn Coley
 Comprehensive Developmental Services
 Robert T. Condon
 Edward and Nancy Dahlka
 Robert & Carol DeMarzo
 Candie Deming
 Richard and Annette Dietrich

Tom and Barbara Eshelman
 Cheryl Fabela
 Brenda Fisher
 William and Louise Fisher
 Fletcher Funeral Home
 Dale & Teresa Fletcher
 Kathy Forbes
 Douglas Fries
 Gregory and Catherine Gilleland
 Gregg Gillespie
 Richard and Rachel Glaser
 Richard and Amy Goodman
 Linda & William Gray
 Katherine Green
 Greenmount Mary & Martha Society
 Erin Heinrich
 Sharon Henderson
 Timothy Herb
 Tom Herb
 Hill, Barnes & McInerney, LLC
 Diane Hilliard
 Aurelia T. Hodge
 Nancy Homiak
 David Hopkins
 Christina Kalista
 Jeanne Kelly
 Robert and Janice Kirkner
 Kiwanis Club of Greater Westminster
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 Shawn Kros
 Margaret H. Larkin
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 Mary Lynch
 Amy Coates Madsen
 Bonnie Manning
 Jared M McCarthy
 Kevin J. McCarthy
 Caron McCausland
 Mills Communications
 Russell and Barbara Mills

Veronica Moran
 James Myers
 Jean and Carroll Myers
 Frances Nickolas
 Orkin
 George Orton
 P.A. Martin & Sons
 Cynthia Parr
 George and Sara Phillips
 Lou & Judy Piel
 PPC Lubricants
 William and Barbara Prescott
 Robert Repsher Jr.
 Joseph and Laurette Salewski
 Harry and Diane Schulz
 Nick Shockney
 St. Mark's United Church of Christ of Snydersburg
 Ted Stonesifer
 Thomas, Bennett & Hunter, Inc.
 Bob and Edith Tracey
 Shelba Uhrin
 Rick and Diane Valway
 Jim Vlk
 Bruce Wahlgren
 Helen Walla
 Samuel and Susan Wallace
 Floyd Westbrook
 Westminster Car Care
 Hank Wheeler
 Betty Sue Wieber
 Mary Beth Wilhite
 Letha Williams
 Dennis and Carol Yocum
 Maureen Zuech



And the many who wish to remain anonymous

Gifts in Honor of

Cary Block
Noelle Chapman
Amy Goodman
Jeanne Kelly
Chris Shaffer
Kelly L. Sullivan
Mary Jo Walla
Lou Salafia & Helen Whitehead

Gifts in Memory of

Gregg Albright
Happy Albright
Greg Cox
Nancy K. Fletcher
Johanna C. Grove
Patrick Michael Hughes
John L. Kelly
Robert Kinzer
Claudia Kothman
Lucille Lutz
Kathryn Mahlandt
Raymond Manning
Robert Lee Martin
Ruth A. Martin
Franklin Pitts
Carl G. Reetz, Jr.
Ilona R. Ries
Irene Rosetta Riley
Patrick Rogers
Michael Smith
Craig Spicer
Barry Strine
Earl M. Tickler

In-Kind Donations

Rite Aid
Applebee's
BJ's Wholesale Club
Robert and Sherri-Le Bream
Carroll County Recreation and Parks
Carroll County Times
Dimensional Health Care Assoc.
Greenmount Station
Charlotte Gyory
William and Avia Hamilton
Jiffy Mart
Greg W. Kahlert
Knorr Brake
Laureate Omicron Sorority
Melanie D Lawson-White
Ledo's
Nexion Health Management
Martin's
Pizza Hut of Maryland, Inc.
Mt. Airy Bowling
Players Fun Zone
Maggies Restaurant
Rafael's Restaurant
Rock Salt Grille
Safe Shot Firearms Training LLC
Salerno's Restaurant & Catering
Santoni's
Schnauble Automotive
Target Store
Janet Thomas
Walgreens
John and Mary Jo Zentz





The Arc[™]

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Address Service Requested



Donald



Achieve with us.