



*Annual Report*  
FISCAL YEAR 2019

*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

Greetings and best wishes for a happy new year,

The year 2020 begins a new decade and also marks The Arc Carroll County's 65th anniversary. The Arc is grateful for the support from the many important local and statewide stakeholders who give tirelessly of their time, talent and treasures. Special thanks to the officers and directors of The Arc who have charted a strategic course of initiatives that are strengthening The Arc and ensuring its sustainability.

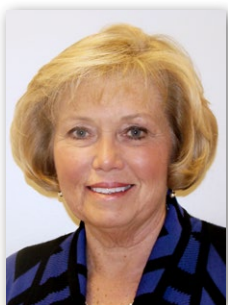
As our industry experiences dramatic changes, The Arc continues to be focused on providing meaningful, person centered services. During the past year and at the request of many individuals, services have transitioned from The Arc's facility into the community. The number of people who are employed has grown in the past year. We are thankful for many wonderful local businesses who provide amazing opportunities to people with disabilities. Partnerships continue to be important and define our attitude towards providing services. Collaboration with the Carroll County Public School system's special education programs ranges from best-practice transition services to student transportation. Also, our partnership with the Division of Rehabilitation Services has grown significantly with additional Work-Based Learning Experiences and Pre-Employment Transition Services. We continue to engage the Developmental Disabilities Administration to apprise them of our transformation progress.

Our most valuable resource continues to be our direct support professionals. During the past year, The Arc has invested heavily to ensure we have the best and brightest staff available. The "Strengthening Relationships" campaign is raising funds to support a new state-of-the-art learning management system and clear path to increased career and compensation opportunities for staff.

While daily challenges exist with transforming our services, we are reminded by the challenges and limited resources our founding members encountered 65 years ago. Their energy was fueled by their passion for providing great services to their children as an alternative to institutions. Today, we are led by that same passion to wanting people with disabilities included in every aspect of community life.

Thank you for your ongoing support. We encourage you to continue to give generously so The Arc can continue to provide great services to adults and children with disabilities.

Best wishes,



*Sherri-Le Bream*  
**Sherri-Le Bream, President**



*Donald Rowe*  
**Donald Rowe, Executive Director**

# Financial Highlights

## STATEMENT OF FINANCIAL POSITION

June 30, 2019

### ASSETS

■ Current assets	<b>\$3,368,260</b>
■ Property and equipment – net	<b>\$7,410,581</b>
■ Other assets	<b>\$69,245</b>
■ <b>Total Assets</b>	<b>\$10,848,086</b>

### LIABILITIES AND NET ASSETS

#### Liabilities

■ Current liabilities	<b>\$1,458,796</b>
■ Long-term liabilities	<b>\$1,502,083</b>
■ <b>Total Liabilities</b>	<b>\$2,960,879</b>

#### Net Assets

■ Without donor restrictions	<b>\$6,169,079</b>
■ Without donor restrictions – board designated	<b>\$1,415,646</b>
■ With donor restrictions	<b>\$302,482</b>
■ <b>Total Net Assets</b>	<b>\$7,887,207</b>

■ <b>Total Liabilities &amp; Net Assets</b>	<b>\$10,848,086</b>
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## STATEMENT OF ACTIVITIES

June 30, 2019

### SUPPORT & REVENUE

■ Government revenue	<b>\$11,383,696</b>
■ Contracts and other revenue	<b>\$604,408</b>
■ Public support	<b>\$364,960</b>
■ <b>Total Revenue</b>	<b>\$12,353,064</b>

### EXPENSES

■ Program Services	<b>\$10,823,341</b>
■ Management and general	<b>\$987,049</b>
■ Fundraising	<b>\$211,420</b>
■ <b>Total Expenses</b>	<b>\$12,021,810</b>

■ <b>Change in Net Assets</b>	<b>\$331,254</b>
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### WHERE DOES THE MONEY GO?

■ Community Living Services	<b>40.1%</b>
■ Employment & Day Services	<b>24.7%</b>
■ School Bus Transportation	<b>25.2%</b>
■ Administration & General	<b>10%</b>

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



# Summary of Services

*The following services were provided July 1, 2018 through June 30, 2019*

## ADULT SERVICES

- Number of people served: **181**
  - Funded by Developmental Disabilities Administration: **179**
  - Funded by Department of Rehabilitation Services: **2**
  - Unfunded: **0**
  - Private Pay: **0**
- Number of people with jobs, educational opportunities and/or volunteer opportunities: **90**
- Number of employers participating in Employment Services: **35**
- Number of hours worked at paid job sites: **30,200**
- Number of hours worked at volunteer sites: **6,673**
- Number of community learning hours: **2,221**
- Number of hours worked at enclave sites: **7,555.75**
- Percentage of people working: **38.2%**
- Number of people who own their own businesses: **3**

## COMMUNITY LIVING SERVICES

- Number of people supported in eight homes: **22**
- Number of people receiving support services: **78**

## EDUCATIONAL PARTNERSHIPS

- Number of students participating in educational partnerships: **37**
- Number of students supported in summer youth employment programs: **70**
- Number of students in paid jobs: **17**
- Number of transitional post-secondary: **12**
- Number of students funded by Department of Rehabilitation Services: **124**

## TRANSPORTATION SERVICES

- Number of adults transported by van per day: **30**
- Number of van miles traveled per day: **369.2**
- Number of students transported to Carroll County Public Schools each day: **400**
- Number of school bus miles traveled per day: **4,900**

## SATISFACTION

- For people receiving support services: **100%**
- For people receiving residential services: **98.8%**
- Employment & Day services: **97.2%**
- Overall: **98.7%**

\*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.



# Erin's Success Story

## ERIN HOLLAND HUTCHINSON

Setting goals for ourselves is as natural as exercising, eating wisely and getting a good night's sleep. It is a tool we use to improve our lives, realize our dreams and be our best selves. We get excited when we set goals and dream of a better future. Let's be honest, those New Year's Resolutions are often set aside by the end of summer. It seems we lack enough willpower, money or time to stay on track, let alone fight those seemingly insurmountable obstacles that pull us away from completing the course. There are those few who prove that it is possible to dream big, set goals to match their dreams and press on to achieve their goals.

One of those people is Erin Holland Hutchinson.



The obstacles in Erin's life began early. Her parents passed away when she was young, and she was raised by her grandmother. At age 15, a desire for independence spurred her to land her first job in a nursing home. Erin quickly realized that work gave her a sense of freedom.

After completing high school, Erin enrolled in a post-secondary program, where she fine-tuned her life skills and explored vocational opportunities. In 1997, Don Rowe, who is now the executive director of The Arc Carroll County, met with several of the students in her program, asking questions and assisting them in making plans for their futures. Erin shared with Don that she planned to live successfully on her own, make enough money to support herself comfortably and to fall in love and marry. Big goals for a young woman with little family support but Erin was determined to make the goals she shared that day a reality. She chose The Arc to support her as she worked for the life she wanted.

Shortly after her conversation with Don, Erin began a career at Chick-fil-A which lasted 18 years. She worked in many positions there, including open and closing the store and working at the cash register.



In 2002, Erin was able to move into her own apartment, increasing her independence and confidence. That independence and confidence opened doors socially for her and she began dating a young man she had known years before in high school. On December 25, 2004, Christopher Hutchinson proposed, and they were married on August 23, 2008 in Delaware. Erin was welcomed into Chris's warm family. The newlyweds were happy and began discussing plans to soon buy their own home and begin a family. On a trip to visit Chris's family in March of 2010, Chris became ill and passed away suddenly. Chris's death was the biggest obstacle Erin had ever faced. He was the fulfillment of her most precious goal and the love of her life. She experienced a period of depression that lasted for several years. As Erin healed, she realized that Chris's love had given her even more strength and courage to continue to follow her dreams. She would use the things he taught her to continue to grow. She cut off relationships that were toxic and harmful to her, which opened the door to new, healthy relationships. She rekindled relationships with her Aunt Anne and Grandmother Holland who continue to provide the healthy family support she always longed to have.

As Erin made positive changes in her life, her confidence continued to grow. Though she felt comfortable and appreciated at Chick-fil-A, after 18 years, she was ready for a career change. On August 23, 2016, Erin left Chick-fil-A for a position in housekeeping at Sun Valley Retirement Center. Erin has made new friends among the residents and staff members. She uses a different set of skills but is finding the same satisfaction and respect. She continues to live independently and support herself. She even has a new love, her fur baby, Summer Anne.

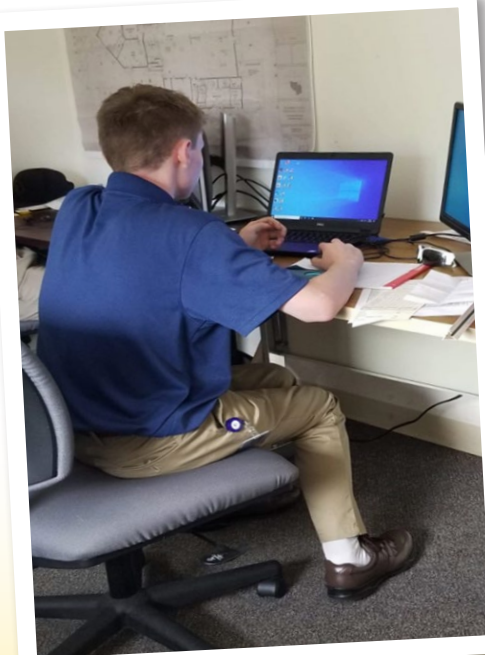
Erin has achieved the goals she set for herself many years ago as a student in the post-secondary program. She says she has learned not only from her successes, but also from the obstacles that she was forced to overcome. She believes that the lessons she has learned in working to accomplish her goals has been as rewarding as actually achieving them. She is proud that she was able to press on when others didn't believe she could do it.

Erin believes goal setting will always be a part of her life. Each new goal offers promises of an even richer and more fulfilling life.



## Summer Youth Employment

Through our Summer Youth Employment (SYE) program in 2019, we worked with 38 students who completed work-based learning experiences throughout the community. These students participated in six-week internships at various locations of their choosing, and four of the students received permanent job offers during the program.



Ryan K. was a SYE student who graduated from Winters Mill High School in June 2019. He also attended the Drafting Program at the Carroll County Career & Technology Center where he earned his computer-aided design (CAD) certification. The Arc's staff member who worked with Ryan, being familiar with his interests and skills, wanted to make sure that his internship not only utilized his knowledge of design but also helped him gain hands-on experience in that field. Through the principal of the Career & Technology Center, the staff member was connected to James Marks, Supervisor of Construction for the Carroll County Public School system. Jim runs a program for students interested in design and construction, and was very impressed with Ryan's qualifications. Ryan joined Jim's team and did such a good job that Jim kept him on beyond the six weeks of the SYE program. Jim even asked him to come back next year. This is a great example of the superb partnerships that we are able to facilitate between students with disabilities and local organizations and businesses.



# Arc Success Story

Technology plays a role in so many aspects of our lives. From communicating with friends and family, to applying for a job online, and from watching “how to” videos, to taking trainings from a computer, there are many ways that technology is used. Having the ability to access and use technology is important for everyone and The Arc Carroll County is providing more of these resources thanks to our Tech Coaching Center (TCC).

Launched in late 2018, our room named for supporters, Aaron and Jennifer Davis became the TCC through a national partnership between The Arc United States and Comcast NBCUniversal. **The goal was simple: increasing the technology-related skills and knowledge of people with intellectual and developmental disabilities.** Since then, our local partnership with Comcast has grown as we collaborate to ensure that more people can take advantage of technology. People are learning how to type, code, navigate the Internet safely, create and utilize email accounts and use social media to find jobs and communicate with others. Amy Dietrich is an example of someone whose technology skills have grown in the TCC. Through the desire to do more and with consistent practice, Amy is typing much faster than before. In addition, she manages the presentation slides for weekly weather updates shown at The Arc. In October 2019, as part of our celebration for National Disability Employment Awareness Month and recognition to our employer and education partners, we held a showcase event that included various technology demonstrations. **The event ended with Comcast announcing a \$15,000 grant to expand our TCC with upgraded computers and other assistive technology.**

“Comcast and The Arc Carroll County are working together to open a world of opportunities for individuals with intellectual and developmental disabilities through technology – opportunities that also can foster independence,” said Jessica J. Gappa, Director, Community Impact, Comcast, Beltway Region. “Comcast is grateful for this partnership that empowers people of all abilities. It has been inspiring to see individuals at The Arc Carroll County learning new skills and building their confidence, and we are excited for the opportunities available to the Tech Coaching Center participants, as well as the differences they are making in the lives of others.”

We look forward to continuing to support individuals as they explore interests and build technology skills.



Comcast and The Arc Carroll County are working together to open a world of opportunities for individuals with intellectual and developmental disabilities through technology – opportunities that also can foster independence.”

—Jessica J. Gappa,  
Director, Community Impact,  
Comcast, Beltway Region





# Board and Administration

## The FY 2020 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*

**Todd Frager**

*Library Systems and Services*

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*Carroll County Public Library*

**Lisa Breslin**

*Associate Dean at  
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**Andrew Dean**

*Open Professional Group*

**Charles O. Fisher, Jr.**

*Walsh & Fisher, P.A.*

**Bryan Lyburn**

*Habitat for Humanity  
of Carroll County*

**Helen W. Whitehead**

*Whitehead Coaching LLC*

**Carroll Yingling**

*RBC Wealth Management*

### ADMINISTRATION

**Donald Rowe**

*Executive Director*

**Mary Jo Walla**

*Deputy Executive Director*

**Cindi Aughinbaugh**

*Accounting Associate*

**Becky Barry**

*Day Program Coordinator*

**Kim Booe**

*Executive Coordinator*

**Brittany Bowden**

*Assistant Director of  
Quality Assurance*

**O'Ryan Case**

*Director of Development*

**Marsha Christian**

*Transportation Director*

**Cheryl Fabela**

*Junior Accountant*

**Kathy Forbes**

*Director of Human Resources*

**Marcia German**

*Human Resources Generalist*

**Jeanette Griffin**

*Director of Finance*

**Kathy Gutierrez**

*Job Developer*

**Jessica Hall**

*Community Living  
Program Assistant*

**Krissy Heuer**

*Assistant Director of  
Community Living*

**Michele Jacobs**

*Community Employment  
Program Coordinator*

**Starr Jolbitado**

*Director of Employment and  
Educational Initiatives*

**Vicki Marenka**

*Support Services  
Program Coordinator*

**Michelle Murphy**

*Health Services Assistant*

**Lydia Naper**

*Compliance Manager*

**Lisa Parks**

*Health Services Coordinator*

**Rebecca "Becki" Pearson**

*Support Services  
Program Coordinator*

**Genice Rill**

*Receptionist/Training Assistant*

**Gina Rowe**

*Transportation Assistant*

**Lois Ruiz**

*Consumer Resources Administrator*

**Dawn Tober**

*Day Program Facilitator*

**Jessica Tye**

*Assistant Director Employment First*

**Kimberly VanAller**

*Vending Services*

**Robin Waugh**

*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 2019 (July 1, 2018 – June 30, 2019) 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.

## \$50,000 +

The Kahlert Foundation

## \$25,000 - \$49,000

Ruth Bair

Carroll and Sue Yingling

## \$10,000 - \$24,999

BB&T

Monty and Cindy Dickens

Janet Thomas

## \$5,000 - \$9,999

Glenn Bair

Knights of Columbus Council #1393

The Arc United States

W&W Tire and Auto

## \$2,500- \$4,999

Granville and Judith Albright

American Endowment Foundation

Bruchey Builders, Inc.

Carroll Hospital Center

Nancy Walla Cherone

Dart Foundation

Hill Development Group, LLC

Barry and Teresa Hughes

Ridge Engineering, Inc.

Nora Roberts Foundation

Teresa L. Smack

Summit Building Services, Inc.

## \$1000 - \$2,499

Airpark Animal Hospital

Dave Bollinger

Robert and Sherri-Le Bream

Jennifer Bubczyk

Adam and Sherri Chavis

Thelma Coleman

Corynne Courpas

Cross Roads Truck & Auto

Gary and Dale Davis

Lynn and Rick Davis

Dean G. Ditman and Joan M. McInerney

Dimensional Health Care Assoc.

English American Tailoring

R. Wayne Feezer Memorial Foundation

Todd and Kelly Frager

Doris J. Hull

Charles and Nancy Herboldsheimer

Martin K.P. Hill

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Lehigh Cement Company

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Mullen, Sondberg, Wimbish & Stone

Mutual of America

Doug and Ellen Finnerty Myers

Naylor Plumbing Heating and A/C, Inc.

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Northern Pharmacy & Medical Equipment

O'Bara and Brehm Transfer, Inc.

Brian and Cindy Peacock

PSA Insurance & Financial Services

Quantum Internet and Telephone

Don and Chris Rowe

S&S Holdings, Inc.

Helen Whitehead and Lou Salafia

Stephen and Sharon Sullivan

The Christmas Project - Lehigh

The Wawa Foundation

Mary Jo Walla

Walmart Stores, Inc.

Walsh and Fisher

Stevenson and Joanne Yingling

John and Sharon Yingling

Stephanie H. Young

Tom and Susan Zirpoli

Kim Zorn

## \$500 - \$999

Advantage Prosthetics & Orthotics

Airpark Primary Care

American Bus Sales

Steve and Laura Aquino

BKZ Benefits Group

Ken and Kim Booe

Alan and Joan Brothers

Carroll Community College

Carroll Lutheran Village

Carroll Occupational Health Solutions

Clear Channel Outdoor

Comprehensive Developmental Services

Marty Conway

Eastern Alliance Insurance Company

Farmers & Merchants Bank

Fuchs North America

David Haug

Rosemarie and Lawrence Helminiak

Neal and Nancy Hoffman

James Cardinal Gibbons Assembly #379

Kite Technology Group

Kenneth R. MacIvor

Knights of Columbus Council #9127

Knights of Columbus Council #10525

Maryland Mallet Restaurant

McGriff Insurance Services

Bret and Emily Merson

Mick's Plumbing Heating & Air Conditioning, Inc.

PNC Institutional Investments Group

Ride With Us, Inc.

Rotary Club of Bonds Meadow

Rotary Club of Westminster

Kurt and Marla Roth

Sykesville-South Carroll Rotary Club

Victoria Taylor

The Bucs Club, Inc.

United HealthCare Services Inc.

Vend Central Inc.

Westminster Lions Club

White's Seal Coating and Property Maintenance

Sharon Yingling





## \$250 - \$499

Advance Business Systems  
Asbury Communities Inc.  
Daniel Ayres Sr.  
Susan Bartelstone  
Jennifer Bishop  
Mark and Sherrine Bollinger  
Chuck and Joan Brauning  
Charles Brehm  
Robert M. Burk  
O'Ryan and Holly Case  
Carroll County Youth Services Bureau  
College Square Liquors  
Edward and Nancy Dahlka  
Davis Library  
William and Louise Fisher  
Charles Brent Grove  
Paul and E. Jane Heinrich  
Hill, Barnes & McInerney, LLC  
Hoffman, Comfort, Offutt, Scott & Halstad, LLP  
Donna Kibler  
Robert Martin  
Martha Metcalf  
Gary Miller  
Paul & Penny Morgan  
Michael D. Parks  
Raymond and Becky Price  
Pritts Funeral Home

Roaring Run Lions Club, Inc.  
Harry and Diane Schulz  
Stocksdale's Auto Sales  
Swain Supply  
Taneytown Lions Club  
Tevis Energy  
Thomas, Bennett & Hunter, Inc.  
Troy Vanscoyoc  
Sherry West  
Westminster Car Care

*And the many others including those who wish to remain anonymous.*

## Champions Circle

*Champions Circle Members 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 individual retirement account.*

Anonymous  
Ms. Doris J. Hull  
Don and Chris Rowe  
Mr. George Slacum  
Mrs. Patricia Spicer  
Ms. Janet Thomas

*If you have made such a gift and would like to notify The Arc, please call (410) 848-4124.*

## Gifts in Honor of

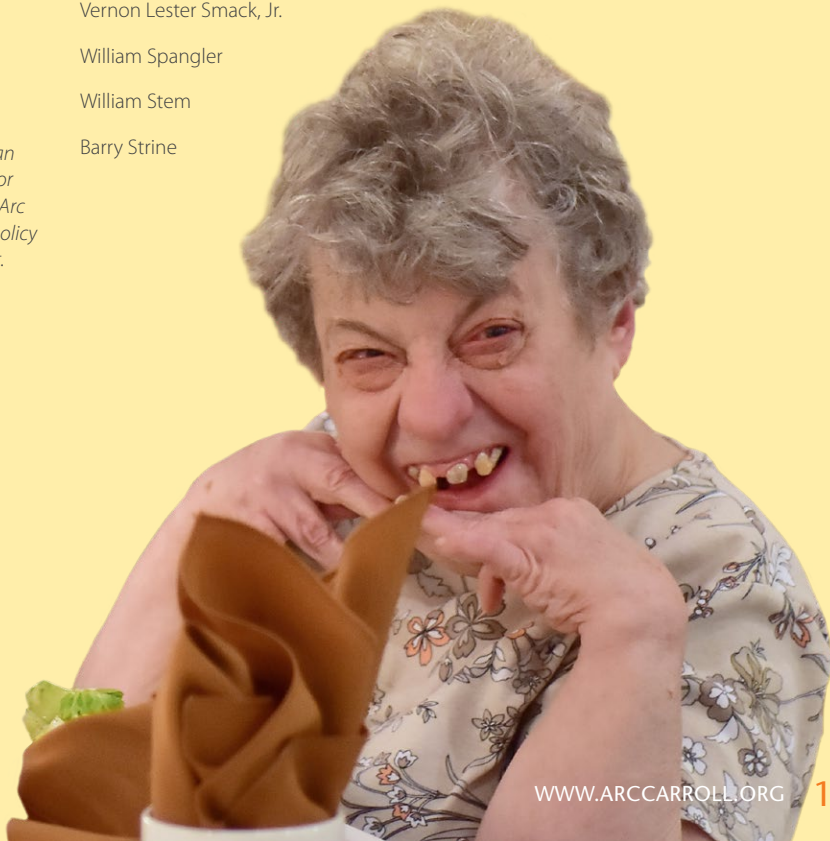
Fkremariam Asres  
Ethel and James Barrish  
Cary Block  
Katherine Horn  
Jeanne Kelly  
Tim Kelly  
Klinger-Van Horn Family  
Jess Officer  
Becki Pearson  
Mildred Robbins  
Don Rowe  
Kelly L. Sullivan  
Mary Jo Walla  
Kristen Zihmer

## Gifts in Memory of

Gregg Albright  
Happy Albright  
Amos Ashe  
Jimmy Diehl  
R. Wayne Feezer  
Brian Jafrate  
Ilona R. Ries  
Patrick Rogers  
Vernon Lester Smack, Jr.  
William Spangler  
William Stem  
Barry Strine

## In-Kind Donations

Bertuccio's Bakery  
Sherri-Le Bream  
Carroll County Times  
Carroll County Youth Services Bureau  
Lynn and Rick Davis  
Richard and Annette Dietrich  
Dimensional Health Care Associates, Inc.  
Hahn's of Westminster  
Hanover Country Club  
IHOP  
Joseph and Harriet Hall  
Kite Technology Group  
Mediterraneo Restaurant  
Overton Associates  
PPE Casino Resorts Maryland, LLC  
Brian and Cindy Peacock  
Sew'n Place  
Janet Thomas  
Traynor's Floors and Carpet  
TSC - Westminster  
Kimberly VanAller  
Mary Jo Walla  
Walsh & Fisher  
John and Mary Jo Zentz







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