



Annual Report
FISCAL YEAR 2020

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.



Career Ready Bootcamp

Welcome

Greetings and Happy Holidays,

Wow, what a year this has been! We couldn't have envisioned that during the past year, The Arc would close its offices and facility-based day program, park our buses, postpone the annual dinner, cancel our signature fund raiser, and conduct most meetings virtually, but that is exactly what happened due to the COVID-19 outbreak. When the pandemic began, The Arc immediately responded by limiting services, acquiring personal protective equipment (PPE) and developing a new set of operational guidelines. Since our employment and residential services were deemed essential, we needed to continue providing those services.

We are proud of how our staff members quickly responded to a challenging situation. For example, when the Governor issued the stay-at-home order, I visited all of our residential homes. I was worried about a lack of PPE, how staff were feeling given that an outbreak could potentially occur, and how the people we support were responding to an abrupt change to their daily lives. The response from individuals and staff members was both heartwarming and reassuring. Our staff members shared that they would handle any challenge or outbreak. Their dedication and professionalism were evident. The residents were healthy, safe, and engaged.

The next visit was to our day and employment programs. Responding quickly to the situation, staff members began The Arc's virtual day program. This program was both innovative and welcomed by several individuals who wanted to stay connected. Our employment program continued to support individuals who were working in positions that were considered essential. Imagine, people with disabilities were considered ESSENTIAL EMPLOYEES! I know our founding families would be proud of this significant accomplishment.

While we haven't been able to gather the way we did before to celebrate accomplishments or to fundraise, we are finding new ways to recognize people for helping us bring life to our mission and have had some success with virtual fundraising events.

Like the United States, The Arc elected a new president this year. Corynne Courpas has been connected with The Arc for over 30 years and brings a wealth of knowledge, passion, and leadership to her new role.

As we continue to think about how services may be provided differently in the future, The Arc is sensing a tremendous opportunity to be a leader in developing a new model that is responsive to people's needs, is more individualized, and successfully integrates more people into our wonderful community.

As we look forward to a new year, we are excited about the possibilities. One area of concern is making sure our resources can support our mission. We hope that you will join and support us by making a financial commitment to The Arc.

The Arc family wishes you a happy, healthy, and safe new year.



Corynne Courpas
Corynne Courpas, President



Donald Rowe
Donald Rowe, Executive Director

“

If I am asked to sum up 2020, I would say that not even the most mundane tasks were routine. This was especially true at The Arc, where every day has always brought new challenges. It has been amazing to watch our staff, clients and families rise to every challenge and keep moving forward. My hat is off to Don and the team for leading this effort to turn every obstacle into an opportunity. I have no doubt that The Arc is poised for a bright future as we all work together to establish our new normal.”

—CORYNNE COURPAS

Financial Highlights

STATEMENT OF FINANCIAL POSITION

June 30, 2020

ASSETS

■ Current assets	\$5,814,895
■ Property and equipment – net	\$6,967,541
■ Other assets	\$56,032
■ Total Assets	\$12,838,468

LIABILITIES AND NET ASSETS

Liabilities

■ Current liabilities	\$2,829,343
■ Long-term liabilities	\$1,329,791
■ Total Liabilities	\$4,159,134

Net Assets

■ Without donor restrictions	\$6,778,058
■ Without donor restrictions – board designated	\$1,623,181
■ With donor restrictions	\$278,095
■ Total Net Assets	\$8,679,334

■ Total Liabilities & Net Assets	\$12,838,468
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STATEMENT OF ACTIVITIES

June 30, 2020

SUPPORT & REVENUE

■ Government revenue	\$11,936,358
■ Contracts and other revenue	\$406,445
■ Public support	\$256,531
■ Total Revenue	\$12,599,334

EXPENSES

■ Program Services	\$10,650,929
■ Management and general	\$975,068
■ Fundraising	\$181,210
■ Total Expenses	\$11,807,207

■ Change in Net Assets	\$792,127
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WHERE DOES THE MONEY GO?

■ Community Living Services	42.5%
■ Employment & Day Services	26.9%
■ School Bus Transportation	25.8%
■ Administration & General	9.8%

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

Summary of Services

The following services were provided July 1, 2019 through June 30, 2020.

Note: COVID-19 data through March 13, 2020

ADULT SERVICES

- Number of people served: **127**
 - Funded by Developmental Disabilities Administration: **126**
 - Funded by Department of Rehabilitation Services: **0**
 - Unfunded: **0**
 - Private Pay: **1**
- Number of people with jobs, educational opportunities and/or volunteer opportunities: **55**
- Number of employers participating in Employment Services: **89**
- Number of hours worked at paid job sites: **24,608**
- Number of hours worked at volunteer sites: **4,867**
- Number of community learning hours: **2,620**
- Number of hours worked at enclave sites: **5,951**
- Percentage of people working: **44%**
- Number of people who own their own businesses: **3**

COMMUNITY LIVING SERVICES

- Number of people supported in eight homes: **23**
- Number of people receiving support services: **70**

EDUCATIONAL PARTNERSHIPS

- Number of students participating in educational partnerships: **42**
- Number of students supported in summer youth employment programs: **0**
- Number of students in paid jobs: **3**
- Number of transitional post-secondary: **42**
- Number of students funded by Department of Rehabilitation Services: **41**

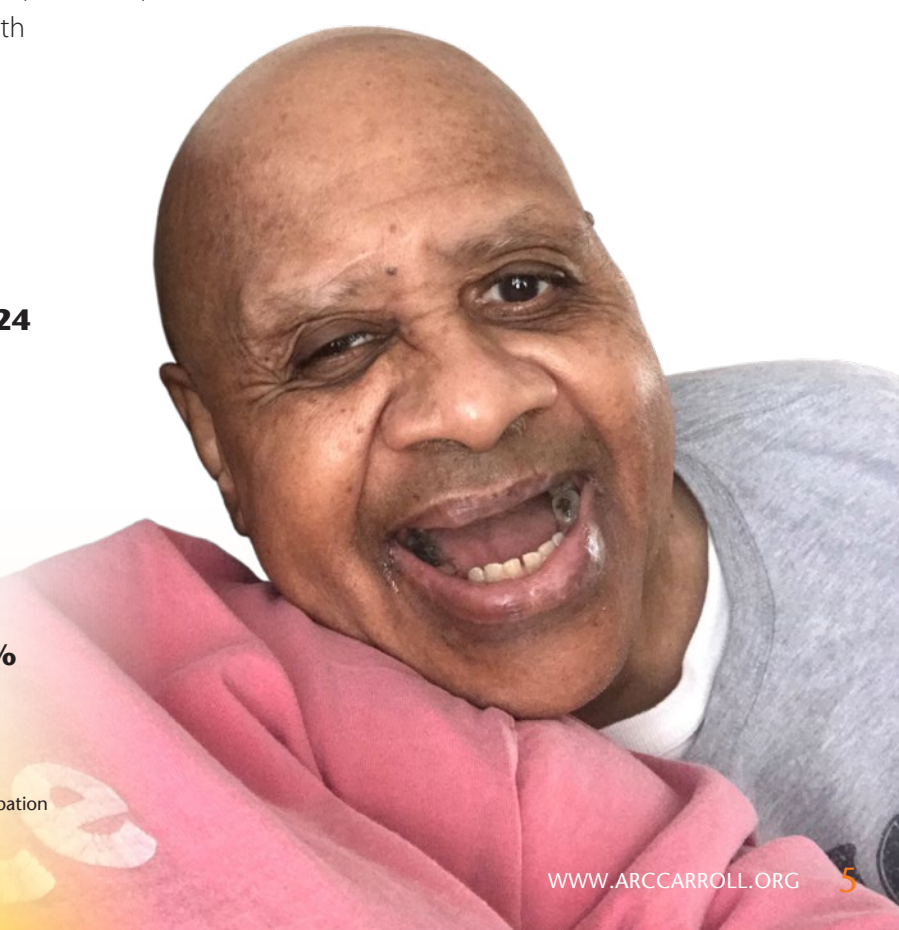
TRANSPORTATION SERVICES

- Number of adults transported by van per day: **24**
- Number of van miles traveled per day: **343**
- Number of students transported to Carroll County Public Schools each day: **360**
- Number of school bus miles traveled per day: **4,290**

SATISFACTION

- For people receiving support services: **99.4%**
- For people receiving residential services: **100%**
- Employment & Day services: **99.2%**
- Overall: **99.5%**

*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.



Andrew's Success Story

ANDREW C.

Andrew has shown longevity and dedication to his jobs. He has been employed at Weis Markets since 2011 and at Roy Roger's since 2013. When Andrew is not working, he volunteers at a gym one day a week and enjoys watching movies, exercising, and spending time with his friends and family. Andrew loves horses and has an extensive collection and enjoys riding when he has time.

While at Roy Roger's, Andrew has worked in the dining room and in the food prep area.

Andrew started working for Weis as a Front-End Attendant keeping the store clean and ready for customers. In March, grocery stores were hit hard with the uncertainties of COVID-19 and the overall safety of their customers and workers. With his position on hold at the restaurant due to the pandemic, Andrew immediately knew what he wanted to do. He spoke with his managers at Weis and offered to take on extra shifts and longer hours and increased his responsibilities to meet the difficulties that the store was facing. He worked hard during the quarantine with ever-changing demands and met every day as a new challenge.

Being resilient is a key factor in coping with the many restrictions, policy changes, and new procedures that play a major factor in his daily routine at both of his jobs. Andrew was an essential worker this year and his upbeat attitude and work ethic should be applauded!



Virtual Day Program

In response to the pandemic, The Arc Carroll County launched a brand-new service called the Virtual Day Program. Coordinators and direct support professionals partnered together to create a curriculum to be shared via Zoom video chat meetings. The individuals we serve can choose between a wide variety of classes covering topics such as Employment Skills, Cooking Lessons, Self-Advocacy, Music Appreciation, Reading & Vocabulary Skills, and American Sign Language. The World Around Us class is the most popular one. Through this class, the group takes a virtual plane ride each week to different parts of the world to discuss cultures and observe famous landmarks. So far, they have explored Machu Picchu and the Mayan pyramids. This has been the perfect antidote for the cabin fever everyone is feeling these days!

One individual we serve shares:

"I am so excited to see my friends on Zoom, and the teachers who have so many fun ways to help us learn. After every class I tell my mom, 'That was fun.' I know it makes my mom happy because she sings while cleaning the house. I thank everyone at The Arc for your devotion to us during this difficult time."

On a daily basis, individuals grab their sandwiches and tune in for "Lunch with Friends." This provides a great opportunity for socialization, which is much needed during this time of quarantine. Each class is 40 minutes in length, and there are five classes offered Monday through Friday. One of The Arc's values is innovation which this team has fully embraced!





Career Ready Bootcamp

Board and Administration

The FY 2021 Arc Carroll County Board of Directors and Officers

OFFICERS

President

Corynne Courpas

Retired from Performance

Food Group

Vice-President

Lisa Breslin

Associate Dean at McDaniel College

Secretary

Erica Wheeler

Self Advocate

Treasurer

Todd Frager

Library Systems and Services

DIRECTORS

Jennifer Bishop

Carroll County Public Library

Sherri-Le W. Bream

Retired Educator from

Carroll County Public Schools

Rob Burk

Carroll County Government

Andrew Dean

Open Professional Group

Charles O. Fisher, Jr.

Walsh & Fisher, P.A.

J. Barry Hughes

Retired Associate Judge,

Carroll County Circuit Court

Bryan Lyburn

Habitat for Humanity

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

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

Lydia Naper

Compliance Manager

Lisa Parks

Health Services Coordinator

Rebecca "Becki" Pearson

Support Services

Program Coordinator

Yefry Quinones

Training Manager

Genice Rill

Receptionist/Training Assistant

Gina Rowe

Transportation Assistant

Lois Ruiz

Consumer Resources Administrator

Joanne Scott

Director of Human Resources

Jessica Tye

Job Developer

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 2020 (July 1, 2019 – June 30, 2020) 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

\$10,000 - \$15,000

Comcast NBCUniversal Foundation

Harold Glen and Audrey G. Benson
Trumpower Foundation

Stanley Black & Decker

\$5,000 - \$9,999

Glenn Bair

BB&T, now Truist

Dimensional Health Care Associates

Knights of Columbus Council #1393

Marion Matthias

W&W Tire and Auto

\$2,500 - \$4,999

Granville and Judith Albright

The Arc Maryland

The Arc United States

Ruth Bair

Robert and Anita Bullock

Carroll County Anesthesia Associates

Carroll Hospital Center

Charles and Nancy Herboldsheimer

Hill Development Group, LLC

Doris J. Hull

Mullen, Sondberg, Wimbish & Stone

Mutual of America

PSA Insurance & Financial Services

Ridge Engineering, Inc.

Estate of Ilona R. Ries

Don and Chris Rowe

Safeway Foundation

Teresa L. Smack

Sherry West

Carroll and Sue Yingling

\$1,000 - \$2,499

Airpark Animal Hospital

BGE, an Exelon Company

Dave Bollinger

Robert and Sherri-Le Bream

Lisa Breslin and Paul Fulton

Jennifer Bubczyk

Champions for the Challenged

Matthew Conway

Corynne Courpas

Davis Library

Gary and Dale Davis

Lynn and Rick Davis

Farmers & Merchants Bank

Todd and Kelly Frager

HUB / The Insurance Exchange

Barry and Teresa Hughes

Lehigh Cement Company

Dr. James Lightner

M&T Bank

Linda and Steve Matthias

Scott Melville

Naylor Plumbing Heating and A/C, Inc.

Northern Pharmacy & Medical
Equipment

Brian and Cindy Peacock

Louna and Lee Primm

Quantum Internet and Telephone

Helen Whitehead and Lou Salafia

The R. Wayne Feezer Memorial
Foundation

Janet Thomas

Walmart Stores, Inc.

The Wawa Foundation

White's Seal Coating and Property
Maintenance

Stevenson and Joanne Yingling

Tom and Susan Zirpoli

Kim Zorn

\$500 - \$999

Advantage Prosthetics & Orthotics

Susan Alt

American Bus Sales

Tony Baer

BFPE International

Jennifer Bishop

BKZ Benefits Group

Chuck and Joan Brauning

Carroll Community College

Vend Central Inc.

Marty Conway

The Braun Corporation

Cross Roads Truck & Auto

Chad Eberly

English American Tailoring

Fuchs North America

Fulton Construction, Inc.

Jenny Griffin

Paul and E. Jane Heinrich

Dave and Conni Highfield

Neal and Nancy Hoffman

Kite Technology Group

Knights of Columbus Council #10525

PPE Casino Resorts Maryland, LLC

McGriff Insurance Services

Paul & Penny Morgan

Rotary Club of Bonds Meadow

Rotary Club of Westminster

Jeff Stocksdales

Stephen and Sharon Sullivan

Summit Building Services, Inc.

United HealthCare Services Inc.

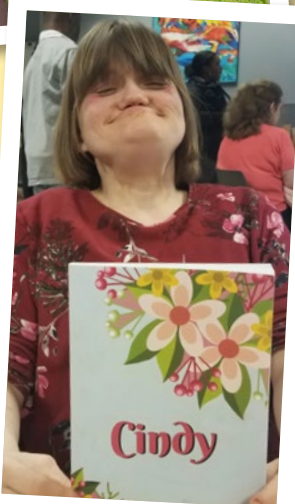
Victoria Taylor

The Christmas Project - Lehigh

Dominic and Lois Tringali Jr.

Walsh and Fisher

Dennis and Carol Yocum



\$250 - \$499

Jennifer Beskid

Ken and Kim Booe

Charles Brehm

Alan and Joan Brothers

Carroll County Democratic Central Committee

Carroll Occupational Health Solutions

Robert Cole

Comprehensive Developmental Services

Edward and Nancy Dahlka

William and Louise Fisher

Fletcher Funeral Home

PNC Institutional Investments Group

Lisa Heinrich

Rosemarie and Lawrence Helminiak

Tom Herb

Hill, Barnes & McInerney, LLC

Gerard and Constance Holthaus

Homefix Custom Remodeling Installation

Janney Montgomery Scott LLC

Hoffman, Comfort, Offutt, Scott & Halstad, LLP

James Long

Bryan Lyburn

Bret and Emily Merson

Mick's Plumbing Heating & Air Conditioning, Inc.

Gary and Jill Miller

Myers-Durboraw Funeral Home

New Vision Pioneers - J. Henry Butta - Maryland Chapter #44

Old Line Bank

Penguin Random House

George and Gail Riley

Roaring Run Lions Club, Inc.

Bob Rowe

S&S Holdings, Inc.

Sun Valley Communities

Taneytown Lions Club

Brian Taylor

The Best Western, Westminster

Michele L Twilley

Mary Jo Walla

Westminster Car Care

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

Champions Circle

Members of the Champions Circle 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 any questions about the Champions Circle, please call (410) 848-4124.



Gifts in Honor of

Fkremariam Asres

O'Ryan Case

Brandi Chavis

Megan Frager

Cindy Heinrich

John Nuzzo

Daniel and Sydnee Russakow

Kelly L. Sullivan

Mary Jo Walla

Katherine Zorn

In-Kind Donations

Admiral West

Advanced Spray Foam

Mark Blacksten

Carroll County Public Library

Carroll County Times

College Square Liquors

Country Liquors

Lynn and Rick Davis

Furst Brothers

Gizmos Art

KoHN Creative

MISCellaneous Distillery

Open Professional Group, Inc.

Oscar's Alehouse

Piney Branch Golf Club

Pub Dog Pizza & Drafthouse

Run Moore

Robert J. Schellhammer

Town & Country Auto Repair

Walsh and Fisher

Westminster Car Wash

John and Mary Jo Zentz

Gifts in Memory of

Happy Albright

Gregg Albright

Joseph Baranauskas

Cary Block

Richard Hinton

Betty Long

Lucille Lutz

Glenn Matthias

Charles Micheal

Franklin Pitts

Ilona R. Ries

Don and Eleanor Rowe

Richard Schanberger

Vernon Lester Smack, Jr.

Barry Strine

Dr. James C. Tolan

Shelley Wallace





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