



Annual Report
FISCAL YEAR 2021

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,

Last year, The Arc's board president, Corynne Courpas and I commented on how The Arc's staff members responded to changes to our services due to the pandemic as well as how we were keeping people safe. Our message is similar this year. We have adapted to a "new normal" of meaningful day services that are highly individualized and offer virtual options. Our technology has been significantly upgraded to accommodate remote services and changes to our billing system. Grants and other funding have been used more than ever to cover the costs of improving our operations, including our most important asset—our staff members.

It has been nice to reconnect with friends and community partners in person when possible. Seeing faces in a 1x1 inch box on a computer screen is a poor substitute for talking and interacting with each other in person. We continue to expand our service capacity as we hire new staff members. We are looking for dedicated and passionate people to work at The Arc and I hope you will help us by mentioning our organization to people you know who are seeking employment. I look forward to the spring when we can resume our Annual Awards Dinner which has been paused for two years. I miss seeing everyone dressed up and hearing about how the amazing people that we support or employ or who are connected with us in another way, are making a difference and bringing The Arc's mission to life.

The launch of our direct support professional (DSP) training program, known as Project RISE, has been a shining accomplishment. During the past year and with the help of our generous community, we launched Project RISE with a group of 24 DSPs in our organization. The training utilizes our learning-management system, Relias, as well as the E-Badge Academy from the National Alliance for Direct Support Professionals, which is the certifying organization. We are thrilled with this program's success so far. There have been 4 DSPs who have earned the DSP-I certification, 1 who has earned the DSP-II certification, and 6 who have earned the DSP-III certification. In May 2021, there were approximately 375 DSP-I, 170 DSP-II, and 105 DSP-III certified professionals nationwide. We are proud of the participants and look forward to expanding the program in 2022.

From time to time, I think about our founding members and the challenges they faced with starting an organization. In some ways, we have been given this wonderful opportunity amidst not-so-pleasant circumstances to start a new chapter. I am pleased that we have taken advantage of every opportunity to change our service model to one that is more community focused, individualized and guided by people receiving the support. Also, I feel we have taken advantage of the best that technology can offer and used it to better support people and our business operations. And, I feel we have kept our sense of humor and perspective. Admittedly we all have had our moments. There have been times when we laughed hysterically over the latest adventure, were moved to tears regarding a situation or we yelled out of frustration. Like a rubber band, we have all been stretched, but we have not been broken. I am so proud of the individuals we serve, our families, staff members, board members, volunteers and community friends for supporting us as we continue to bring life to our mission, vision, and values.

I am especially excited to announce that The Arc will begin a strategic planning process in 2022. The Arc has operated under the guidance of a strategic plan since 1991. Simply, we value the process and always want to find ways to gain helpful feedback and be a better organization.



Corynne Courpas

Corynne Courpas,
President

Donald Rowe,
Executive Director



“

This time last year our goal was to work toward a new normal. Still facing a moving target, and often stretched very thin, our team made great strides in that direction. Our staff continued to provide outstanding care to our clients. Meanwhile, they set the national standard in professional achievement through the DSP certification program, Project RISE. This dedication allowed us to emerge from another tumultuous year, still ready to tackle whatever comes our way.

I look forward to working with our board and staff to strategically plan for many great years ahead at The Arc Carroll County.”

—CORYNNE COURPAS

Financial Highlights

STATEMENT OF FINANCIAL POSITION

June 30, 2021

ASSETS

■ Current assets	\$6,700,096
■ Property and equipment – net	\$6,607,448
■ Other assets	\$31,093
■ Total Assets	\$13,338,637

LIABILITIES AND NET ASSETS

Liabilities

■ Current liabilities	\$2,223,962
■ Long-term liabilities	\$1,200,773
■ Total Liabilities	\$3,424,735

Net Assets

■ Without donor restrictions	\$7,573,987
■ Without donor restrictions – board designated	\$2,080,789
■ With donor restrictions	\$259,126
■ Total Net Assets	\$9,913,902

■ Total Liabilities & Net Assets	\$13,338,637
---	---------------------

STATEMENT OF ACTIVITIES

June 30, 2021

SUPPORT & REVENUE

■ Government revenue	\$11,397,100
■ Contracts and other revenue	\$747,465
■ Public support	\$284,038
■ Total Revenue	\$12,428,603

EXPENSES

■ Program Services	\$10,227,262
■ Management and general	\$787,231
■ Fundraising	\$179,542
■ Total Expenses	\$11,194,035

■ Change in Net Assets	\$1,234,568
-------------------------------	--------------------



WHERE DOES THE MONEY GO?

■ Community Living Services	47.6%
■ Employment & Day Services	20.4%
■ School Bus Transportation	23.3%
■ Administration & General	8.7%

*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, 2020 through June 30, 2021.

ADULT SERVICES

- Number of people served: **172**
 - Funded by Developmental Disabilities Administration: **171**
 - Funded by Department of Rehabilitation Services: **0**
 - Unfunded: **0**
 - Private Pay: **1**
- Number of people with jobs, educational opportunities and/or volunteer opportunities: **42**
- Number of employers participating in Employment Services: **43**
- Number of hours worked at paid job sites: **22,797**
- Number of hours worked at volunteer sites: **182**
- Number of community learning hours: **460**
- Number of hours worked at enclave sites: **4,985**
- Percentage of people working: **34%**
- Number of people who own their own businesses: **3**

**Suspended due to COVID-19*

***Not available due to hybrid scheduling*

COMMUNITY LIVING SERVICES

- Number of people supported in eight homes: **22**
- Number of people receiving support services: **69**

EDUCATIONAL PARTNERSHIPS

- Number of students participating in educational partnerships: **54**
- Number of students supported in summer youth employment programs: **21**
- Number of students in paid jobs: **2**
- Number of transitional post-secondary: **48**
- Number of students funded by Department of Rehabilitation Services: **83**

TRANSPORTATION SERVICES

- Number of adults transported by van per day: **0***
- Number of van miles traveled per day: **0***
- Number of students transported to Carroll County Public Schools each day: **300**
- Number of school bus miles traveled per day: **0****

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.

Matt's Success Story

BY CHRISTINA MANLEY



Matt is one of a small group of people at The Arc that are self-employed, a true entrepreneur. He owns his own vending company called Matt's Snacks on The Go. With the help and support of his family, Matt purchased his vending company in 2015 from a man that was retiring. Previously, Matt worked somewhere else, but they made cutbacks and Matt lost his job. The timing worked out perfectly for buying the vending business.

Each Monday, Matt collects his inventory, loads the carts, and fills his snack and soda machines at The Arc and the Carroll Nonprofit Center in

Westminster. Not only does he fill his own machines, but he also shops for the snacks and sodas. Sometimes, we even grab lunch together while we are out. Matt loves going out into the community and chatting with people while he shops and fills his machines. His enthusiasm is contagious, and everyone benefits from the interactions.

At the end of the month, Matt and I go to the bank to deposit the money he earned from the vending machines. He is like a local celebrity at the bank! The folks there have known him for years and have a genuine interest in Matt and his business. They enjoy seeing him and asking how his business is doing.

Matt is one of the happiest people you'll ever meet. He is easy to talk to and takes an interest in other people's lives. When I asked Matt what his favorite thing about vending is, he said "I like my job and I like to make money."

Success Story: Friday Outings

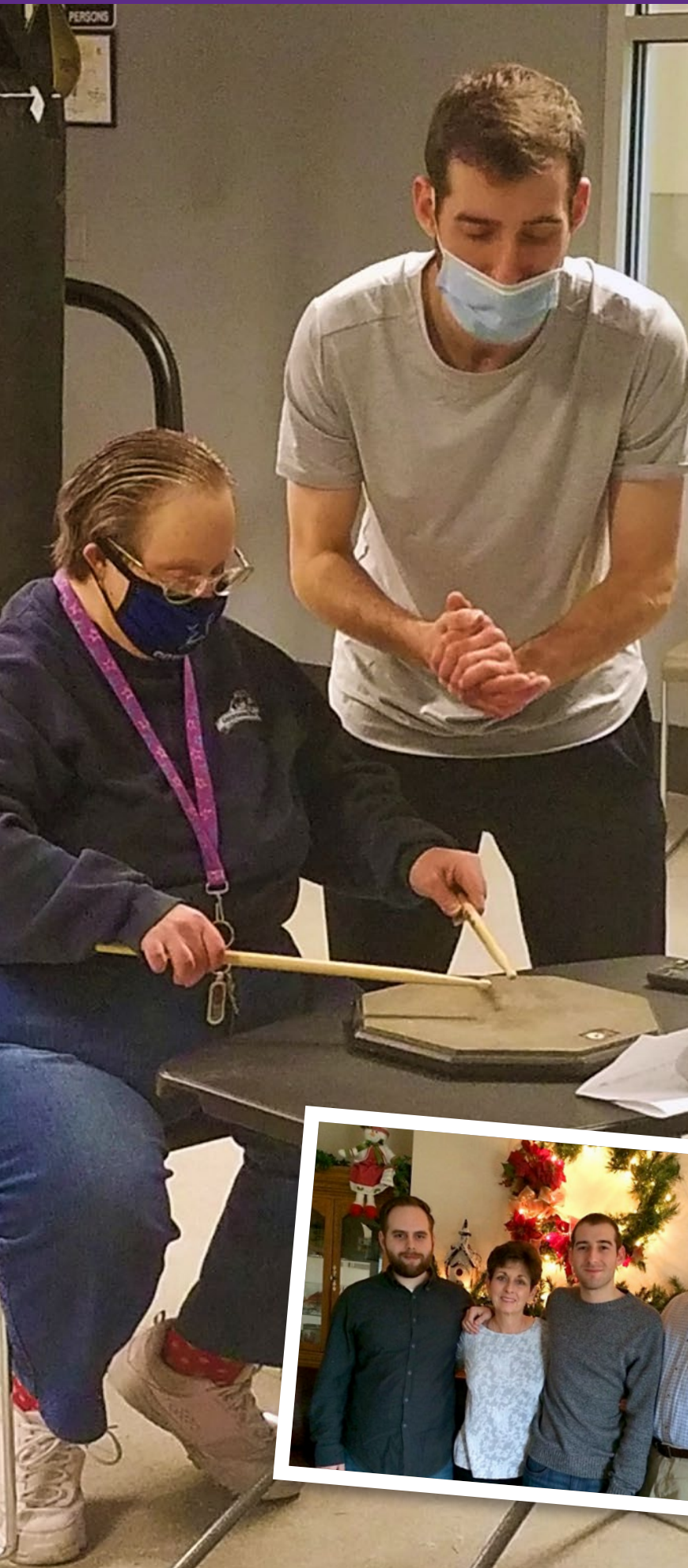
For one group of friends, Friday means more than just a day off of work. It is their weekly time together to catch up and explore their communities. The Arc's Community Development Services brought the group together as each person worked but was off on Fridays. Through these shared experiences, each individual has gotten to know their community better, built stronger relationships and learned to self-advocate.

John V., Darrin, John B., and on occasion Kevin and Charles make up this group of friends. On Tuesdays John V. uses his leadership skills to group call everyone and together they decide on an activity for that coming Friday. Together they plan their day, which of course includes where to eat lunch. Shelly, who works at The Arc is always informed of their decision. Each person budgets for the activity planned and they take turns on such tasks as making reservations and confirming transportation.

They have planned outings that included such things as miniature golfing and laser tag. Another time, John V. showed his friends around his hometown of Mt. Airy. Darrin, who works across from a local brewery, encouraged the group to spend the afternoon experiencing all that it had to offer. They played corn hole, oversized checkers, explored the local shops within and even sampled the local brew. The past two years they have even planned an annual holiday shopping day.

Executive Director, Don Rowe invited the group to lunch one Friday to catch up on all their activities. John B. decided where to meet and made the reservations with the restaurant. While the lunch was nice, the group discussed ideas beforehand and had an agenda and a plan on where they saw their group going in the future. The luncheon was very constructive. It was asked if they could even possibly go out on Friday evenings or even on Saturdays to be able to expand the options of things to do. Ultimately though, John V. made one thing very clear, "We have a strong bond and we don't want our group to change."





Brandon Falk, OTR/L

Brandon provides instruction, education and support to individuals struggling with various physical and/or cognitive deficits.

On August 28, 2015, Brandon fell asleep at the wheel, hit a tree, and was ejected through the driver's side window. He sustained a traumatic brain injury (TBI), spent the following two weeks in a coma and awoke with R-sided hemiparesis, or partial paralysis of his right side. It has taken years of determination and a strong will to reach the level of recovery Brandon has experienced.

Throughout his recovery Brandon has been fortunate to be supported by his family, the Division of Rehabilitation Services of the State of Maryland, and The Arc Carroll County. The Arc Carroll County has provided Brandon with the support needed to move forward with his personal and professional recovery. Brandon directs movement-support classes using Rock Steady Boxing, LSVT-Big and sessions created to meet the needs of individuals.

When working with his clients, Brandon's history is always with him and is reflected in the care and kindness he demonstrates with all people. His personal experience of what life is like living with a disability allows him to provide highly effective treatments and support for those he serves.

Many of Brandon's clients have stated that they've experienced notable improvements in movement, mood, and cognitive processing since working with Brandon.



Brandon offers boxing and LSVT-Big Movement instruction, directs group drum circles, creates movement sessions and provides private drum lessons. Drumming is close to Brandon's heart because he knows that it was a major player in his personal recovery, and he wants to share it with everyone!

Brandon's work was recently recognized by "Hey, Westminster," which provided a grant to purchase additional equipment.

Board and Administration

The FY 2022 Arc Carroll County Board of Directors and Officers

OFFICERS

President

Corynne Courpas

Retired from Performance

Food Group

Vice-President

Lisa Breslin

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

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

Emily Clark

Day Program Coordinator

Cheryl Fabela

Junior Accountant

Jeanette Griffin

Director of Finance

Kathy Gutierrez

Job Developer

Ashley Harris

Accountant

Krissy Heuer

Assistant Director of

Community Living

Angie Horner

Support Services Program Assistant

Starr Jolbitado

Assistant Director

Educational Partnerships

Vicki Marenka

Support Services Program

Coordinator

Kourtney Merriam

Support Services

Program Coordinator

Laura Mojica

Compliance Manager

Lisa Parks

Health Services Coordinator

Genice Ril

Receptionist/Training Assistant

Gina Rowe

Transportation Assistant

Lois Ruiz

Consumer Resources Administrator

Joanne Scott

Director of Human Resources

Kami Stewart

Job Developer

Rachel Verrette

Human Resources Generalist

Danielle Yeshnik

Sr. Program Coordinator

Supporters of the Arc

The Arc Carroll County gratefully acknowledges the following individuals, businesses, foundations and organizations that in FY 2021 (July 1, 2020 – June 30, 2021) 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 +

The Kahlert Foundation

\$10,000 - \$20,000

Roger W. Burdette

Carroll County Department of Economic Development

Doris J. Hull

Truist Foundation

\$5,000 - \$9,999

Anonymous

Comcast, Beltway Region

Hill Development Group LLC

Debra McMaster

Nora Roberts Foundation

Jack and Beth Tevis

M&T Bank

Ulman Cancer Fund for Young Adults Inc. (MOVE Maryland)

W&W Tire and Auto

\$2,500 - \$4,999

Granville and Judith Albright

Anonymous

BB&T, now Truist

Monty Dickens

Dimensional Health Care Associates

Fuchs North America

Charles and Nancy Herboldsheimer

Bret and Emily Merson

Mutual of America

PSA Insurance & Financial Services

R. Wayne Feezer Memorial Foundation, Inc.

Ridge Engineering, Inc.

Don and Chris Rowe

Teresa L. Smack

\$1,000 - \$2,499

American Bus Sales

The Arc Maryland

Ruth Bair

BGE, an Exelon Company

Dave Bollinger

Brehm Transfer, Inc.

Jennifer Hill Bubczyk

Carroll Community College

Corynne Courpas

Gary and Dale Davis

Lynn and Rick Davis

Doug and Sherry Falk

Charles O. Fisher, Jr.

Walsh and Fisher

PNC Institutional Investments Group

Gregory Harmon

Paul and E. Jane Heinrich

Barry and Teresa Hughes

Knights of Columbus Council #9127

Lehigh Cement Company

Todd and Kelly Frager

Naylor Plumbing Heating and A/C, Inc.

Northern Pharmacy & Medical Equipment

Open Professional Group, Inc.

Advantage Prosthetics & Orthotics

Brian and Cindy Peacock

Penguin Random House

Louna and Lee Primm

Rotary Club of Westminster

Bob Rowe

John and Joanne Scott

Target Circle

Betty Thomas

Mary Jo Walla

Sherry West

Stevenson and Joanne Yingling

\$500 - \$999

Airpark Primary Care

Susan and Jerry Alt

Steve and Laura Aquino

Daniel Ayres Sr.

BFPE International

Jennifer Bishop

BKZ Benefits Group

Robert and Sherri-Le Bream

Carroll Hospital Center

O'Ryan and Holly Case

Nancy Walla Cherone

Jimmy Conway

Marty Conway

William and Louise Fisher



Jenny Griffin
David Haug
Neal and Nancy Hoffman
Steve and Kaye Horr
HUB / The Insurance Exchange
Ricardo Hunter
Dr. James Lightner
Keith Martucci
MISCellaneous Distillery
Patrick and Maureen Kelly
Quantum Internet and Telephone
Jeff Stocksdaile
Stephen and Sharon Sullivan
Victoria and Patrick Taylor
Janet Thomas
Carroll and Sue Yingling

\$250 - \$499

Advanced Heating & Cooling LLC
Anonymous
Joan Alt
Maggie Boehl
Chuck and Joan Brauning
Alan Brothers
Comprehensive Developmental Services
Barbara Cornett
Edward and Nancy Dahlka
Fulton Construction, Inc.
Andrew Hart
Timothy Herb
Matt and Debra Hoff
Marilyn Holthaus
James Cardinal Gibbons Assembly #379
David and Dorina Keffer

Donna Kibler
Kite Technology Group
Kimberly Kroehle
Hoffman, Comfort, Offutt, Scott & Halstad, LLP
Gary and Jill Miller
William and Molly Riggs
Rotary Club of Sykesville - South Carroll
Kurt and Marla Roth
S&S Holdings, Inc.
Jack Steil
James Summers
Ronnie Summers
Thomas, Bennett & Hunter, Inc.

United Methodist Women of Shiloh
United Methodist Church

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.

Ms. Corynne Courpas in Honor of Terri Markle

Ms. Doris J. Hull

Don and Chris Rowe

Mr. George Slacum in Memory of Kyle Marie Slacum

In Memory of Mrs. Patricia Spicer

Ms. Janet Thomas

Ms. Mary Jo Walla in Honor of Jesse Tyler Cherone

If you have any questions about the Champions Circle, please call (410) 848-4124.



Gifts in Honor of

Joe Alt
O'Ryan Case
Amy Dietrich
Jason and Morgan Layer
Carey Long
Don Rowe
Jessica Tye
Mary Jo Walla

In-Kind Donations

Jen Bishop
Kim Booe
Sherri-Le Bream
Charles and Nancy Carver
College Square Liquors
Corynne Courpas
Hanover Country Club
Piney Branch Golf Club
Regents' Glen Country Club
Safeway
The Strouse Corporation
Betty Thomas
Kimberly VanAller
Erica Wheeler

Gifts in Memory of

Happy, Louise & Gregg Albright
Roger W. and Dorothy S. Burdette
Ralph Conaway
Darla Copenhagen
R. Wayne Feezer
Johanna C. Grove
Mike, Joe and Lillian Hughes
Lucille Lutz
Franklin Pitts
Vernon Lester Smack, Jr.
Stuart Spicer
Barry Strine
Shelley Wallace
Helen Wyman



180 Kriders Church Road
Westminster, MD 21158
T 410 848-4124
F 410 876-5317
www.arccarroll.org

NONPROFIT
AUTO
U.S. POSTAGE
PAID
WESTMINSTER, MD
PERMIT NO. 308

Address Service Requested



Achieve with us.

