



The Arc[™]
Carroll County



Annual Report
FISCAL YEAR 2022

Achieve with us.



The Arc[™]

Carroll County

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,

Wow, what a difference a year makes! Last year at this time, I was tentatively optimistic that services would begin to resume under a new normal of highly individualized services. While we had a new service model that we were excited about and people seemed to be happy with, the frustration was not having enough staff members to bring people back to full services. As we discussed this dynamic at the leadership and board level, the board made a strong commitment to our staff members by approving a historic pay increase. Almost immediately, things began to change, there was a dramatic increase in the number of people applying for positions and ultimately being hired! For a brief moment, we actually paused hiring in one department to ensure staff members were trained and ready to begin working with individuals supported. This translated into being able to invite more people back into services, and allowed us to grow our services gradually by accepting new people

Also, during the past year we began working on a new strategic plan that would focus our actions for the next 3 years. In gathering feedback from stakeholders throughout the organization and beyond, one trend became obvious. The Arc needed to focus on recruiting, hiring, training and retaining staff members. Individuals and families wanted to return to services and new people selected The Arc as their adult service agency. In order to accomplish this, we need great staff members. After staff members begin working, they wanted to continue to learn and grow their skills, so we need to make sure that we have warm and welcoming facilities, great supervisors and ways to support our staff members with learning opportunities, technology and all the necessities to do their job. Simply, if we want talented staff members, The Arc needs to commit the resources. The Arc's strategic plan focuses on how The Arc engages staff members and enhances their experience at The Arc. Our belief is that this will translate into The Arc strengthening our commitment to providing outstanding services and support to the individuals and their families who have chosen The Arc.

Lastly, The Arc has fully transitioned into the Long Term Services and Supports (LTSS) system that Maryland has developed to define and pay for services moving forward. The program has some flexibilities which will be great for individuals who receive support and there is a higher rate of payment for some services. The staff members are highly commended for learning and understanding this new service model and implementing several new technologies related to an individuals' health record and program plan. This allowed The Arc to be one of the first organizations to be fully integrated into this new system.

Finally, as I look around The Arc, there is much to be excited about. The resiliency of our staff members is simply incredible and needs to be recognized. They helped to bring the organization through the pandemic, helped to launch a new advanced certification process, helped the organization transition to LTSS, learned new technologies and is helping The Arc grow its services---WOW! Additionally, the advanced certification program (RISE) is experiencing a retention rate of over 90%! Approximately 40 staff members are involved in this workforce training initiative. I am excited about The Arc's strategic plan. I look forward to bringing to life the ideas and direction that the plan provides in strengthening the organization. I'm also happy that we are able to resume many of our events and activities in person that were suspended as a result of the pandemic.

Lastly, I hope you will consider a gift or contribution to The Arc. We need to upgrade our residential homes and continue to invest in developing our workforce with certifications and advanced training initiatives. These projects are almost exclusively provided through fund raised dollars. If you are looking for how to make a difference, this is it.



Corynne Courpas

Corynne Courpas,
President

Donald Rowe,
Executive Director



“

As another year comes to an end, I continue to be excited by our mission and our ability to achieve it. We have persisted through the most unusual times, and we have thrived as they are returning to “normal”. This year marked great progress in growing and elevating our dedicated staff allowing us to provide more services to more individuals and their families. As the Board addressed our new strategic plan, one thing was obvious. We are doing the right things. But we will not rest and we look forward to continuing to grow in order to increase the impact of The Arc on our community.”

—CORYNNE COURPAS

Financial Highlights

STATEMENT OF FINANCIAL POSITION

June 30, 2022

ASSETS

■ Current assets	\$7,652,187
■ Property and equipment – net	\$6,176,155
■ Other assets	\$10,744
■ Total Assets	\$13,839,046

LIABILITIES AND NET ASSETS

Liabilities

■ Current liabilities	\$3,008,319
■ Long-term liabilities	\$1,039,453
■ Total Liabilities	\$4,047,772

Net Assets

■ Without donor restrictions	\$7,680,074
■ Without donor restrictions – board designated	\$1,838,000
■ With donor restrictions	\$273,200
■ Total Net Assets	\$9,791,274

■ Total Liabilities & Net Assets	\$13,839,046
---	---------------------

STATEMENT OF ACTIVITIES

June 30, 2022

SUPPORT & REVENUE

■ Government revenue	\$11,674,085
■ Contracts and other revenue	\$200,523
■ Public support	\$232,294
■ Total Revenue	\$12,106,902

EXPENSES

■ Program Services	\$11,120,095
■ Management and general	\$932,531
■ Fundraising	\$176,904
■ Total Expenses	\$12,229,530

■ Change in Net Assets	\$(122,628)
-------------------------------	--------------------



WHERE DOES THE MONEY GO?

■ Community Living Services	44.7%
■ Employment & Day Services	21.1%
■ School Bus Transportation	25.1%
■ Administration & General	9.1%

*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, 2021 through June 30, 2022.

ADULT SERVICES

- Number of people served: **163**
 - Funded by Developmental Disabilities Administration: **162**
 - Funded by Department of Rehabilitation Services: **0**
 - Unfunded: **0**
 - Private Pay: **1**
- Number of people with jobs, educational opportunities and/or volunteer opportunities: **37**
- Number of employers participating in Employment Services: **34**
- Number of hours worked at paid job sites: **25,622**
- Number of hours worked at volunteer sites: **1,291**
- Number of community learning hours: **7,054**
- Number of hours worked at enclave sites: **6,013**
- Percentage of people working: **32%**
- 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: **54**

*Suspended due to COVID-19

EDUCATIONAL PARTNERSHIPS

- Number of students participating in educational partnerships: **40**
- Number of students supported in summer youth employment programs: **20**
- Number of students in paid jobs: **2**
- Number of transitional post-secondary: **39**
- Number of students funded by Department of Rehabilitation Services: **98**

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: **369**
- Number of school bus miles traveled per day: **4,015**

SATISFACTION

- For people receiving support services: **100%**
- For people receiving residential services: **100%**
- Employment & Day services: **97%**
- Overall: **90%**



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.

Katherine's Success Story

Something magical happens when a supported individual "clicks" with a staff member they encounter. That is the case for Jeannine Thomas and Katherine Zorn. Jeannine has supported Katherine for approximately one and a half years. In their time together, Katherine flourished.

Katherine goes to the YMCA for Zumba water classes three days per week, where she works on strengthening her legs. She participates in an interactive story time at the library weekly. This activity has taught her patience and encouraged active listening skills. She also participates in a self-made bowling league with individuals from other organizations weekly. They even have matching tee shirts!

The disabilities community is historically known for having small circles of friendships, with many of those individuals paid to be in their lives. That is not the case for Katherine! She has developed natural supports and long-lasting friendships in the community. She has been invited to and attended birthday parties, as well as lunch dates with her group of friends. She is doing a Christmas gift exchange and independently choosing items to give to her secret Santa. Katherine has complex communication needs, but that doesn't stop Jeannine from making sure Katherine is an integral part of her services every day. It's easy to see the magic happening when Katherine's face is full of joy!



Arc Carroll Launches Project RISE

The Arc Carroll County launched Project RISE (Recognize, Invest in, Support, Empower) in April 2021. Funded by the community through our Strengthening Relationships campaign, Project RISE is a Direct Support Professional (DSP) certification program that allows DSPs to grow their professional skills and earn nationally recognized industry credentials, as well as earn financial incentives along the way.

Since April '21 we have 8 staff members who have earned the highest level of DSP-III, the majority earning it in 3 months or less! This program has benefited our organization as a whole in regard to retention, morale and skills. It has taught them to take a closer look at the support they are giving to our individuals by looking back on past experiences and the skills they learn — using them to improve the support they provide. This program takes a lot of dedication and a great accomplishment that these individuals should be proud of!

DSP-III'S:

Claudine Skidmore

Ashley Hanson

Karen Brentlinger

Catherine Hendrix

Amanda Morsell

Shelly Garber

Mariel Ramey

Miriam Bellinger

Project RISE

Recognizing, Investing in, Supporting, and Empowering our Direct Support Professionals

Here are some quotes from our current DSP-III's talking about what this program has meant to them.

“*Project RISE is truly beneficial for any DSP, and I highly recommend the program. The training and the competency questions really made me examine how I provide support. I continue to use what I have learned, even nearly a year later.*”

— Claudine S.,
Direct Support
Professional,
The Arc Carroll
County



“*Completing Project RISE is a demonstration of my commitment to The Arc and the individuals we serve. The Arc is giving me the chance to grow as an employee and that is something I am grateful for.*”

— Mariel R., Compliance Specialist, The Arc Carroll County



The Arc Corporate Council

The Arc Carroll County's Corporate Council is a group of dynamic and philanthropic community businesses who support the mission and vision of The Arc Carroll County. The Arc Corporate Council partners help The Arc remain financially strong throughout the year by taking part in the annual program. Arc's Corporate Council allows partners to be recognized for their investment in our community, the individuals The Arc Carroll County serves and the conditions in which they live.



Because families continue to turn to The Arc Carroll County for support, guidance and care, the generosity of our Corporate Council partners help sustain vital programming, housing and services that are critical to individuals who face challenges living with intellectual and developmental disabilities. Partnership offers great opportunities for recognition, networking and taking part in strategic planning behind the scenes.

For more information about becoming a partner in The Arc's Corporate Council, please visit arccarroll.org/corporate-council or contact Jen Maust, director of development, at (410) 848-4124.

PRINCIPLE PARTNERS	CORNERSTONE PARTNERS	PILLAR PARTNERS
  	  	

Board and Administration

The FY 2023 Arc Carroll County Board of Directors and Officers

OFFICERS

President

Corynne Courpas

Retired from Performance

Food Group

Vice-President

Charles O. Fisher, Jr.

Walsh & Fisher, P.A.

Secretary

Erica Wheeler

Self Advocate

Treasurer

Rob Burk

Carroll County Public Schools

DIRECTORS

Sherri-Le W. Bream

Retired Educator from

Carroll County Public Schools

Lisa Breslin

Andrew Dean

Open Professional Group

Tony Eckard

Retired from Carroll County

Public Library

J. Barry Hughes

Retired Associate Judge,

Carroll County Circuit Court

Carroll Yingling

Retired from RBC

Wealth Management

ADMINISTRATION

Donald Rowe

Executive Director

Mary Jo Walla

Deputy Executive Director

Cindi Aughinbaugh

Accounting Associate

Kim Booe

Executive Coordinator

Brittany Bowden

Director of Quality Assurance

Marsha Christian

Transportation Director

Cheryl Fabela

Junior Accountant

Megan Gee

Support Services Assistant

Jeanette Griffin

Director of Finance

Kathy Gutierrez

Job Developer

Elaine Johnson

Educational Partnership

Manager

Sabrea Joyner

Day Program Coordinator

Maryia Kuzina

Accountant

Vicki Marenka

Support Services

Program Coordinator

Jen Maust

Director of Development

Kourtney Merriam

Support Services Program

Coordinator

Laura Mojica

Compliance Manager

David Nenner

Day Program Coordinator

Lisa Parks

Health Services Coordinator

Allyson Pickett

Day Program Coordinator

Genice Rill

Receptionist/Training Assistant

Gina Rowe

Transportation Assistant

Lois Ruiz

Consumer Resources Administrator

Joanne Scott

Director of Human Resources

Rachel Verrette

Human Resources Generalist

Danielle Yeshnik

Day & Employment

Program Manager

Supporters of the Arc

The Arc Carroll County gratefully acknowledges the following individuals, businesses, foundations and organizations that in FY 2022 (July 1, 2021 – June 30, 2022) 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 +

Patricia Spicer
The Kahlert Foundation

\$10,000 - \$20,000

Doris J. Hull
Linda Nousiainen
Harold Glen and Audrey G. Benson
Trumpower Foundation
Carroll and Sue Yingling

\$5,000 - \$9,999

Hill Development Group LLC
Knights of Columbus Council #1393
Nora Roberts Foundation
Safeway Foundation
John and Joanne Scott
The M&T Charitable Foundation

\$2,500 - \$4,999

Anonymous
Granville and Judith Albright
Comcast, Beltway Region
Todd and Kelly Frager
Mullen, Sondberg, Wimbish & Stone
PSA Insurance & Financial Services
R. Wayne Feezer Memorial Foundation, Inc.
Don and Chris Rowe
Teresa L. Smack
Truist
Sherry West
Helen Whitehead and Lou Salafia
W&W Tire and Auto

\$1,000 - \$2,499

American Bus Sales
Ruth Bair
Barnes-Bollinger Insurance
Robert and Anita Bullock
BFPE International
Corynne Courpas
Andrew and Kristy Dean
Charles O. Fisher, Jr.
Barry and Teresa Hughes
David and Dorina Keffer
Lehigh Cement Company
Naylor Plumbing Heating and A/C, Inc.
M&T Bank
Northern Pharmacy & Medical Equipment
Brian and Cindy Peacock
Penguin Random House
PNC Foundation
Louna and Lee Primm

Quantum Internet and Telephone
Bob Rowe
Summit Building Services, Inc.
Victoria and Patrick Taylor
Betty Thomas
The Wawa Foundation
Stevenson and Joanne Yingling
Shelter Systems
Janet Thomas
Bob and Edith Tracey
Mary Jo Walla
White's Seal Coating and Property Maintenance
Kim Zorn

\$500 - \$999

Advanced Heating & Cooling LLC
Advantage Prosthetics & Orthotics
Steve and Laura Aquino
Joe and Angela Bonarrigo

Robert and Sherri-Le Bream
Nancy Walla Cherone
Jimmy Conway
Cross Roads Truck & Auto
English American Tailoring
Farmers & Merchants Bank
First Financial Federal Credit Union
The Ford Wealth Management Group at Janney Montgomery Scott LLC
Fuchs North America
Jeanette Griffin
David Haug
Rosemarie and Lawrence Helminiak
Charles and Nancy Herboldsheimer
Tom Herb
Steve and Kaye Horr
Ricardo Hunter
Knights of Columbus Council #7612
Knights of Columbus Council #10525
Damon Leupen
Dr. James Lightner
McGriff Insurance Services
Dean G. Ditman and Joan M. McInerney
Myers-Durboraw Funeral Home
Open Professional Group, Inc.
Becki Pearson
Ridge Engineering, Inc.
Rotary Club of Westminster
S&S Holdings, Inc.
Jeff Stocksdale
Stephen and Sharon Sullivan
Vanguard Charitable
Walmart Westminster
Westminster Elks #2277
Westminster Lions Club
Dennis and Carol Yocum



\$250 - \$499

Susan and Jerry Alt
Bruce Battaglia
Lisa Breslin and Paul Fulton
Jennifer Bishop
Alan Brothers
Robert M. Burk
Brian Cobb
Barbara Cornett
Edward and Nancy Dahlka
Lynn and Rick Davis
Doug and Sherry Falk
Susan Fowble
Gregory and Catherine Gilleland
William and Avia Hamilton
Matt and Debra Hoff
Hoffman, Comfort, Offutt, Scott & Halstad, LLP
Kite Technology Group
Gary and Jill Miller
Mt. Airy Children's Dental Associates
Patti Murphy
NWSB Bank
Pritts Funeral Home
Lois Ruiz
Sheetz
James Summers
Ronnie Summers
Swain Supply
Kathryn D. Westbrook
Westminster United Methodist Church

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
Tami Lebrun
Carey Long
Don Rowe
Kelly Sullivan
Patricia Ann Thomas
Jessica Tye
Mary Jo Walla
Katherine Zorn



Gifts in Memory of

Happy, Louise & Gregg Albright
Greg Allen
Jimmy Barrish
Cary Block
Ralph Conaway
Darla Copenhagen
Arthur Ensor
R. Wayne Feezer
Johanna C. Grove
Marlin Hoff
Betty Long
Lucille Lutz
Barbara Mills
Franklin Pitts
Mildred Robbins
Stuart Spicer
Barry Strine
George H. Thomas
Vernon Lester Smack Jr.
Shelley Wallace
Helen Wyman

In-Kind Donations

Carrie Parker
College Square Liquors
Karen Devilbiss
Hanover Country Club
Innervision LLC
Josh and Rachael Mandel
Penguin Random House
Piney Branch Golf Club
Regents' Country Club
Walgreens - Westminster
Wawa - Eldersburg



The Arc[™]

Carroll County

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.

