

A Kaleidoscope of New Beginnings

FY 2009 Annual Report



Dear Friends of The Arc of Montgomery County:

Like images in a kaleidoscope, new beginnings in life occur from changes in direction. For the people we serve, these changes may be caused by a birth, career change, marriage, retirement or death. One goal of The Arc of Montgomery County is to support program participants as they move through all of life's new beginnings, incorporating the individual personalities which give color and dimension to our kaleidoscope.

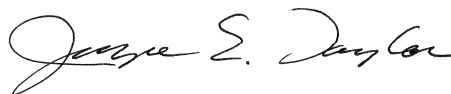
We begin by caring for medically-fragile infants as young as six weeks of age and providing intensive special education services to preschool children. We also provide inclusive child care for children up to age eight. School-aged children participate in our after-school and summer programs. We support transitioning youth graduating from the school system with vocational and residential resources. During the middle years of life, we assist individuals with vocational training and job placement. For some people, we provide day habilitation services to engage their minds and bodies. When individuals are ready, we help them move from their parents' home into a space of their own. As they age and retire, we provide stimulating programs like Seniors Steppin' Out. And as their life draws to a close, we support our program participants at home, where they are comfortable.

The following kaleidoscope of situations and stories illustrates how The Arc can help when people are confronted with challenges as they move through life's stages. We invite you to review our stories of new beginnings, and keep watching as we move forward into 2010 with a fresh perspective and focused outlook.

Sincerely,



Eugene J. Mark, Jr.
President, Board of Directors



Joyce E. Taylor
Executive Director



The Arc of Montgomery County has earned a Seal of Excellence from the Maryland Association of Nonprofit Organizations, in recognition of a voluntary commitment to meet Standards of Excellence set forth across eight areas of operation and incorporating 55 specific performance standards.

Stefan

Children's Services



Stefan Hristov began special education services with The Arc in 2007 at the Collaborative Autism Preschool Program (CAPP). He then moved to the Montgomery Primary Achievement Center

(MPAC), and now attends the Karasik Child Care Center.

In the beginning, Stefan was non-verbal, with attention deficits and delays in motor, academic, communication and social skills. He needed The Arc's most intensive services for children with autism and other related developmental delays.

The intervention offered in The Arc's programs continues to make a significant difference in Stefan's development. Specifically trained staff build his confidence and help him develop relationships with his



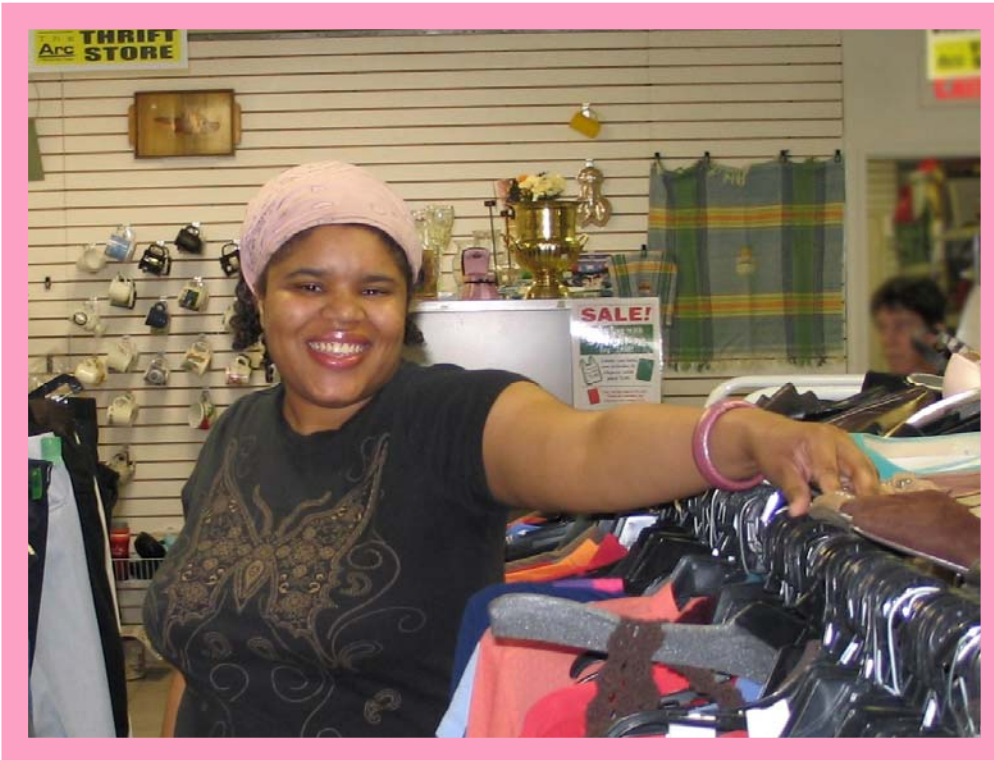
classmates. Safe and developmentally appropriate environments make him feel welcome and secure. Inclusion with typically developing peers provides Stefan with role models and friendships. Strong intervention practices and a valued home and school partnership enhance Stefan's development across all areas of his growth process. Today, Stefan is catching up to other children his age and most importantly, he's happy about learning and socializing!

Stefan's progress in the Children's Division is typical. His success mirrors the success of students who attend MPAC and continue on to public kindergarten classrooms. His mother has learned how to best interact with Stefan's teachers and therapists, and her input and insights are incorporated in Stefan's Individualized Plan. High quality services and ongoing communication and collaboration between staff and parents are The Arc's key to success for children like Stefan.



Ayeisha

Vocational Services



Ayeisha Levy arrived at The Arc in 2009 as a transitioning youth, a young adult graduating from high school and moving out into the larger world and work force. When it was time to decide what to do next with her life, she and her mother visited several programs. Ayeisha chose The Arc because it felt like the best fit. She wanted

something new and different and wanted to make another set of friends, outside those she had made during high school. She is happy to be out and about in The Arc's vocational and day services program, instead of at home watching TV, and likes to play basketball with her friend Shelley, visit museums and take walks in the park .

Ayeisha also volunteers in The Arc's newly-launched Thrift Store, sorting and stocking shoes and clothing. She enjoys the work and takes pride in doing her best. Working at the Thrift Store gives Ayeisha a chance to practice her job skills and allows her to interact with customers and staff. She and her group of 4-6 co-workers spend several hours each week making sure the store is organized and attractive.

Since opening in February 2009, The Arc's Thrift Store has been a source of funding and a productive training center where program participants learn valuable job skills. More than 30 workers and volunteers with intellectual and developmental disabilities are at the store each week. The store opens a dialogue with customers who may not be familiar with The Arc or the disabilities community, and has formed partnerships with local community service organizations and businesses to provide a valuable service to area residents during difficult economic times.

Pavan & Padma

Family & Community Resources



In July 2008, Pavan Soundararajan's life was drastically and permanently changed, as was the life of his older sister, Padma. During a trip to visit family in India, both of their parents, two sisters and an aide were killed in an automobile accident. The only survivors were Pavan and his brother, Sairam. With help from the local community, Padma received an emergency passport and plane ticket, and immediately flew to India to bring her brothers home.

Pavan has severe cerebral palsy and is unable to care for himself. His younger brother, Sairam, has autism. Padma suddenly found herself in the position of sister, parent, primary caregiver and sole breadwinner. She turned to The Arc of Montgomery County for support, and the Developmental Disabilities Administration provided Pavan with funding for a Community Supported Living Arrangement. For about 80 hours each week, caregivers assist Pavan in his home, before and after school. They also help on weekends and during school holiday breaks. This arrangement allows Padma time to work, providing her family with income.

A network of friends also helps Pavan and his family, sleeping at their home, preparing meals and generally assisting wherever they can. Together, these supports make it possible for Pavan to remain in his



own home, with his brother and sister, surrounded by people who love him and who loved his parents.



Frank & Barbara

Residential Services

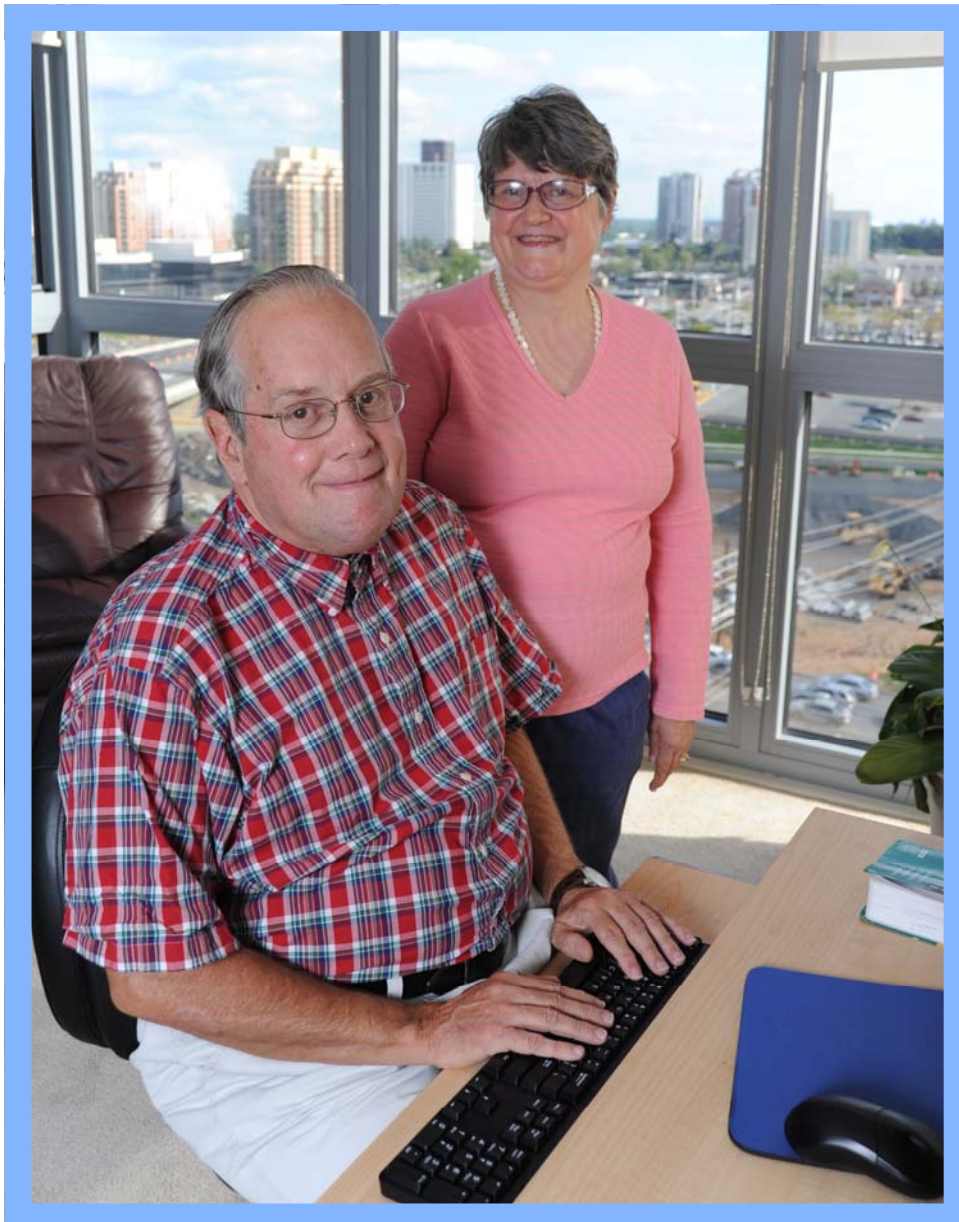
Siblings Frank and Barbara Lee were both born with developmental disabilities and lived their entire lives with their parents in the same house in Kensington. Their father passed away in February 2009 at age 89. One week later, their mother was transferred to a nursing home due to failing health. Barbara and Frank's lives were changed forever. They lost both parents (and primary caregivers) within a 30-day period and needed to find a new home.

Working closely with the Lee family and the state Developmental Disabilities Administration, The Arc of Montgomery County applied for residential services for Frank and Barbara. In April 2009, Frank and

Barbara moved into their new home in a renovated condominium-apartment complex in Rockville. Now they exercise daily in the private gym and can enjoy Starbuck's coffee and tea in the lounge.

Barbara continued working at the Public Service Training Academy, and Frank secured employment at the Division of Parole and Probation. He's happy to walk to work from his home.

Although Frank and Barbara miss their old home, they are learning to enjoy their new life, and most importantly, they are still together.



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FY 2009



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*Participating in the ribbon cutting ceremony at the opening of The Arc's **Thrift Store** are Montgomery County Council Member Nancy Floreen, program participant Mary Byrne, Special Assistant to the County Executive Chuck Short and The Arc's Executive Director Joyce Taylor.*

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The Arc of Montgomery County thrives because of the contributions of our generous donors. Thank you for your continued support!

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*Development Director Doug Gaddis, WJLA-TV Maryland Bureau Chief and Event Co-Host Greta Kreuz, Montgomery County Executive Isiah Leggett and Montgomery County Council President Phil Andrews share a proclamation recognizing The Arc's outstanding service at the **Beat the Odds** casino night event.*

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*Gisele Djampoh, Mindy Shor, Linda Reid, Yolanda Puzzo, Biju Mishra and Rosina Demerzile enjoy the community feeling of **Beat the Odds** casino night.*



Our Mission

The mission of The Arc of Montgomery County is to empower individuals with intellectual and developmental disabilities with lifelong opportunities to live, learn, work and play with dignity, freedom and full inclusion in the community.



Patrick Sullivan and Tracy Mulligan help unload plants for The Arc's fall mum sale.

The Arc conducts annual surveys in each division with the goal of gauging stakeholder satisfaction. In FY 2009:

100% of Children's Services respondents expressed overall satisfaction

84% of Vocational Services respondents expressed overall satisfaction

100% of Family & Community Resources respondents expressed overall satisfaction

84% of Residential Services respondents expressed overall satisfaction.

What do families say about The Arc of Montgomery County?

"He is VERY fortunate to be living 'on his own' with supportive staff who understand his idiosyncrasies. I often hear singing/whistling as he goes about his life and sometimes laughing. Our family is most appreciative of The Arc's help and support that allows him to live a satisfactory and comfortable life."

"She has made an excellent transition from school, is happy with work, enjoys what she is doing and has an excellent job coach."

"Fabulous program! We could not have been more pleased with the teachers, the programs, the education and the overall culture of kindness and care at MPAC."

"At 69, she requires a fun, stimulating day program. The senior program is an excellent match for her needs."

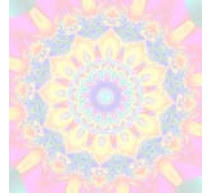
"He has grown so much while at FICCC. I believe that everyone at The Arc has helped with his development and I'm thankful to have him here. And everyone (staff) is always such a big help and always giving ideas, and it's nice for a first time parent, single and working all the time."

"Her job coach is excellent and goes beyond the call: kind, patient, yet firm about helping her to be the best volunteer she can be. She adores and respects her job coach and has grown, socially, through her interactions with staff and residents."

"Keep doing what you are doing!"

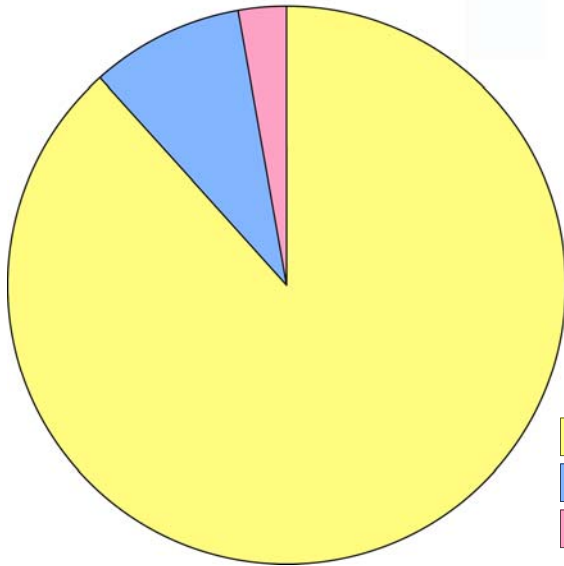
Statement of Financial Position

July 1, 2008-June 30, 2009



Public Support and Revenue

Direct Contributions	\$212,006
United Way.....	\$44,854
Special Events	\$83,045
Government Agencies	\$21,631,280
Investment Income	\$78,909
Membership Income.....	\$23,830
Program Service Fees	\$2,216,962
A.R. Bancroft Fees	\$135,000
Miscellaneous.....	\$71,025
Total Support and Revenue.....	\$24,496,911



- Government Agencies (88%)
- Program Service Fees (9%)
- Other (3%)

Expenses

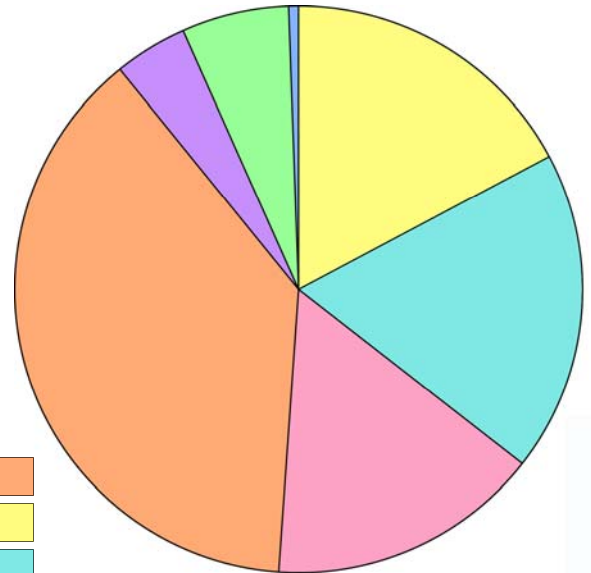
Program Services

Vocational.....	\$4,035,815
Children's	\$4,328,919
Family & Community Resources.....	\$3,673,634
Residential.....	\$8,963,264
Transportation	\$963,119

Support Services

Administration	1,426,393
Fundraising	158,437

Total Expenses **\$23,549,581**



- Residential (38%)
- Children's (18%)
- Vocational (17%)
- Family & Community Resources (16%)
- Administration (6%)
- Transportation (4%)
- Fundraising (1%)

In FY 2009, The Arc of Montgomery County:

- ◆ **Appointed 1 new Executive Director**
- ◆ **Helped 2 newly married program participants transition to a life together**
- ◆ **Formed partnerships with 4 other non-profits providing community connections and volunteer opportunities for 40 individuals**
- ◆ **Renewed contracts at 5 work sites providing employment for 26 individuals**
- ◆ **Provided new residential services to 6 individuals and new employment services to 3 transitioning youth**
- ◆ **Collaborated with Montgomery County Infants and Toddlers Program to provide services for 7 children**
- ◆ **Provided vocational training for 17 individuals at the new Thrift Store**
- ◆ **Supported 151 individuals in 56 homes throughout Montgomery County**
- ◆ **Employed a staff of 503 people**
- ◆ **Assisted over 600 families with respite care services**
- ◆ **Utilized 1,540 hours of volunteer time through the Junior Volunteer Program**