



# NEW DIRECTIONS

**FY2022 Annual Report**

The Arc Montgomery County made substantial progress in creating better opportunities for the people we support and our employees this fiscal year. We returned to routine operating procedures and daily activities, reopened our community living homes to visitors, and personal support services were once again provided in person. With the support of our Board of Directors, we invested in employees with a wage adjustment plan, providing permanent and one-time increases for our employees. The year ended in solid financial position due to thoughtful management and oversight and pandemic relief funds. Stakeholders became engaged, contributing to our newly approved 2023–2025 Strategic Plan. Many good things are in store for the years to come!



Daria Cervantes, Chief Executive Officer

## Where we've been

Each day, we directly support nearly 600 children, youth, adults, seniors and families.



### Children & Youth Services

KFICCC earned accreditation from Maryland Excels • Programs reopened, onsite meetings and special events resumed • New playground and equipment



### Inclusive Living Services

Transitioned to partial LTSS billing • Family members providing supports became official employees! • Provided assistance for ABLE Accounts



### Employment & Meaningful Day Services

People supported returned to community activities, including volunteering and senior centers • Crews renewed and increased employment contracts



### Respite Services

95 consortium members, including multi-lingual employees • Income level restriction lifted • Answers to frequently asked questions available on our website

In 2022, The Arc embarked on a strategic planning journey to be implemented beginning in 2023.

## Where we're going



### Workforce Crisis

Create a robust pipeline of passionate people who may be interested in working with people who have IDD.



### Support Beyond Caregiving

Focus on people instead of programs, expand opportunities for people supported by thinking outside the disability box.



### External Funding Security

Increase overall contribution revenue to a sustained level of \$1 million annually.



### Diversity, Equity, Inclusion & Belonging

Cultivate, sustain, celebrate and appreciate a dynamic and diverse workforce.



### Communication & Connection

Enhance communication by creating a customer service department and opportunities for people to connect on a personal level.



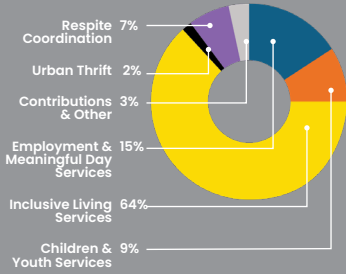
### Voice of the Customer

Empower people to have more input into and influence on making decisions, maintain 1:1 connections, and advocate for themselves.

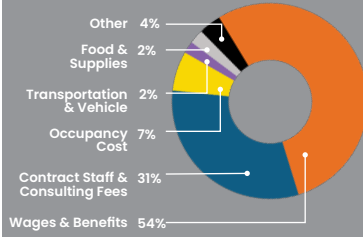


# FINANCIALS

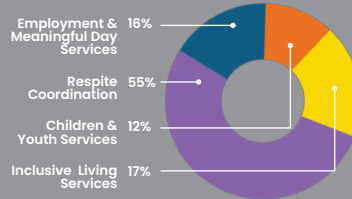
FY22 Revenue by Source \$25,524,230



FY22 Expenses by Category \$27,553,129

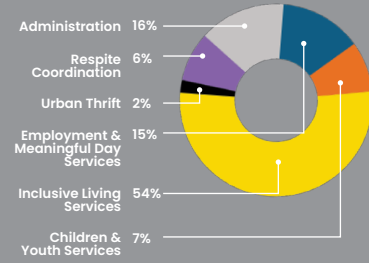


971 People Supported in FY22



Audited financials as of June 30, 2022. A full report is available upon written request.

FY22 Total Costs by Division \$25,525,842



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