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

Children & Youth Services
KICCC earned accreditation from Maryland Excels • Programs reopened, onsite meetings and special events resumed • New playground and equipment

Employment & Meaningful Day Services
People supported returned to community activities, including volunteering and senior centers • Crews renewed and increased employment contracts

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

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

Where we’re going

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

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

External Funding Security
Increase overall contribution revenue to a sustained level of $1 million annually.

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

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

Diversity, Equity, Inclusion & Belonging
Cultivate, sustain, celebrate and appreciate a dynamic and diverse workforce.

Voice of the Customer
Empower people to have more input into and influence on making decisions, maintain 1:1 connections, and advocate for themselves.
**Generous Donors** July 1, 2021—June 30, 2022

**Sustainers** $10,000+
- William S. Abell Foundation, Inc.
- A.R. Bancroft Community Development Corp.
- Estate of Edith S. Gould
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