



@The Arc



WORKFORCE INVESTMENTS

Spring 2022

Our employees are key to fulfilling our mission.

We have been working consistently over the last few years to find ways to demonstrate our confidence in our employees and to show appreciation for their incredibly challenging work. Our Board of Directors understands that employee compensation must increase to retain current employees and to attract new ones. This led the Board to unanimously approve a wage increase and bonus plan that took effect in December 2021.

All eligible positions, including Direct Support Professionals, Teachers, and Front-Line Supervisors, plus other hourly positions, received a 10% permanent wage increase. All eligible senior managers and other administrative support positions received a one-time bonus of five percent. Between January and June, bonus-eligible employees will receive a performance evaluation and the opportunity to an additional a one-time bonus of up to five percent. As we move into the next phase of this plan, we are reviewing and revising job descriptions which will be used for performance evaluations in FY23. In addition, our performance evaluation tools will be revised and additional incentives will be put into place.

The cost of this plan is approximately \$1.2 million...and worth it. In order to retain employees who carry some of the heaviest workloads and to attract new applicants, our direct support positions received the largest wage increase. We are also working to address ongoing wage compression and incentivizing our managers with these bonuses and other opportunities.

This doesn't solve the problem of generally low wages in the human services field, but we are making a good-faith effort to improve compensation at The Arc. We are investing in our employees today because we hope they will invest in The Arc Montgomery County and build a better future for people *with and without disabilities!*

Achieve with us.®



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Connecting people of all ages and abilities with their communities to build inclusive and fulfilling lives.

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The Arc Montgomery County
7362 Calhoun Place
Rockville, MD 20855
301.984.5777

www.TheArcMontgomeryCounty.org



FROM OUR CHIEF EXECUTIVE OFFICER



Our employees will always be our most valuable asset. Their dedication, persistence and passion has been evident throughout the pandemic. We have worked hard over the last year to ensure employees have better opportunities for career advancement and increased compensation.

Even with these strides, we are going through an unparalleled workforce crisis, and we are not alone. One in three providers like The Arc report a vacancy rate between 30% and 60%, and almost 10% of providers report a vacancy rate between 50%-60%. The Arc's

critical work cannot be done without an adequate workforce.

We need your help to spread the word. We are looking for team members who are creative, caring, and want to make a difference in someone's life. Our current openings include Direct Support Professionals and Teachers, as well as administrative and management roles. Information on current openings can be found on our website.

The Arc Montgomery County is a great place to work! We can't offer some of the attractive perks other businesses have. But we can offer mission-driven careers that make Montgomery County a better place for people of all ages and abilities.

-Daria Cervantes, CEO



MEMBERSHIP MEETING

Wednesday, June 29, 2022

7 pm

7362 Calhoun Place, Rockville, MD 20855

or

Livestreamed for those who would prefer to attend virtually.

In the event of inclement weather, the meeting will move indoors.

CHILDREN & YOUTH SERVICES

Enrollment has been steadily increasing in the KFICCC and After All programs, now serving more than 100 children and youth of diverse ages and abilities. Currently enrolled families are encouraged to solicit new families through the Referral Bonus Program. Each full enrollment referral of a student aged two or older will receive a \$100 certificate.

Based on a recent survey, C&YS family members continue to be pleased with our employees, the classroom environment, and the services provided.

Congratulations to Regina Wesley, who was promoted to Assistant Director of Children & Youth Services in February.



EMPLOYMENT & DAY SERVICES

The majority of people supported in Meaningful Day programs have begun to transition back into the community. There are still items to iron out, such as hiring and training employees to cover new crews, implementing appropriate ratio guidelines to ensure the health and safety of the people we support, coordinating crew schedules, and more. We understand and respect people with hesitations as we all navigate through reopening.

Congratulations to Kelli Hunter-Bennett, who has been appointed Interim Director of Employment & Meaningful Day Services.



INCLUSIVE LIVING SERVICES

As restrictions ease in Montgomery County, The Arc has been steadily adjusting our guidelines to transition people supported in Community Living and Personal Supports back into the community. In addition to rejoining extracurricular activities, family members and friends have resumed visits within the 35 homes we operate. At this time, visitors are required to wear a mask.

Almost all of the residents in our homes have received booster shots, as we continue measure to protect their health even as the pandemic begins to wind down. As part of our efforts to increase communication with families of people supported, we have ramped up email communications regarding our COVID-19 policies and more to keep loved ones engaged.



Join Our Amazing Team!



We are looking for dynamic, motivated, empathetic, creative people to join our team!

The Arc Montgomery County has immediate openings for employees who will provide support services to people with intellectual and developmental disabilities, helping them to realize their goals and to become valued members of their community.

Perfect for career-focused professionals with experience in social work, occupational therapy, and similar fields.

Achieve with us.®

Scan the QR code to the right to view open positions or go to TheArcMontgomeryCounty.org/who-we-are/careers-and-training and complete an application.



STRATEGIC PLANNING

The Arc Montgomery County launched a new strategic planning process in late 2021, with a goal of completing an updated plan by mid-2022. The Center for Leadership and Innovation at The University of Maryland (CLI) was selected as the project consultant from a field of eight qualified vendors.



CLI utilizes a strengths-based approach based on six distinct steps: Define, Discover, Dream, Design, Deliver, Drive. Their process is deliberately intended to focus the organization on an affirmative topic: *How will we boldly reimagine the way in which we connect people with their communities to support the creation of the most meaningful, inclusive, and fulfilling lives?*

The Define and Discover phases have already been completed. This included 1:1 interviews with key stakeholders, surveys for both internal and external stakeholders, and listening sessions for stakeholders. Our survey results were outstanding, with 40 completed and 58 partially-completed external surveys, and 53 completed and 144 partially-completed internal (employee) surveys. Emerging insights from strategic planning surveys and other data will be shared with the Strategic Planning Committee, the Leadership Team, and the Board of Directors as part of two upcoming micro-retreats which will focus on the Dream and Design stages of developing the new strategic plan. Approximately 10-12 additional stakeholders (employees, family members, donors, self-advocates) have also been invited to participate in the micro-retreats.

Throughout the process, open forum check-ins allow people who are interested to learn more about the process and what has been implemented and discovered to that point. To learn more, visit www.TheArcMontgomeryCounty.org/connect/strategic-planning.

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Tributes

In Honor Of Barbara W. Zikos' 90th Birthday, Lyda, Bob, Billy, and Scott Astrove, Daria Cervantes' Birthday, Mary Harrill, Robert & Lori Krolkowski, Deborah Mark's Birthday, Gene and Deborah Mark, Chloe Miller, Tracy and Margaret Mulligan, Kimberley Njowusi's Birthday, Regina and Elizabeth at After All, Vera Sprecher's 100th Birthday, Marshall Wert ■

In Memory Of Vicki R. Bales, Irene Helen Walter Byrne, Mary Chornesky, Joan Feldberg, John R. Filippone, John J. Fitzgerald, John Gould, Maxine and Bill Hamilton, Carl D. Osborne, Joan Karasik, Frank & Geraldine Lee, Raymond Marcotte, Helen Rubin ■



THANK YOU SPONSORS, SPEAKERS & SUPPORTERS!

On March 30, 2022, The Arc Montgomery County hosted the second annual **Coffee & Conversation**, a virtual business-to-business networking event. More than 100 attendees participated in educational workshops, interacted with local business leaders, as well as board members and leadership from The Arc, and learned about the organization's programs and services.

Through contributions from sponsors and supporters, nearly \$70,000 was raised to continue The Arc's mission of connecting people of all ages and abilities with their communities to build inclusive and fulfilling lives.

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EMPLOYEE TENURE RECOGNITION

On Wednesday, February 9, 2022, we recognized 59 employees for their dedicated service to individuals with and without intellectual and developmental disabilities, in five-year benchmark period ending December 31, 2021.

35
YEARS

William Earl Hargrove

30
YEARS

Enid Darby Bettie

30
YEARS

Edward Stewart

20
YEARS

Mary Cobblah
Beatrice Gray
Rachel Jones
Betty Moore

15
YEARS

Julia Abate
Eunice Famoriyo
Laura Mbeng
Guy Ngomo
Tumu Weeks

10
YEARS

Felix Annor
William Astrove
Clara Buxton-Williams
Mietta Freeman
Aissatou Hellner
Harry Johnson
Christiana Johnston
Gorvergo Kollie
Ophia Lardner
Eric Mpiana
Beatrice Pougoum
Alice Sab
Fatmata Sesay
Stacey Sylvester

5
YEARS

Akossiwa Ahanogbe
Anne Alexandre-Ferdinand
Anthony Amankwa
Aimee Amaya
Rachael Anjorin
George Asamoah
Aissa Bright
Leslie Dwumaah
Eunice Graham
Rosetta Grimes Toee
Cyril Ifedigbo
Errol Jennings
Raphaelia Johnson
Kudirat Kadiri
Emmah Kamara
Mohamed Mansaray
Jacquelyn Martin
Marie Rosaline Mathai
Solomon Merugu
Ngonde Mesumbe
Emmanuel Moudon
Jonathan Mulbah
Jaya Musa
Christiane Ngo Whomall
Andou Tombiou Pre
Nelson Sarpong
Regina Wesley
Flor Will
Carie Wohl



INTRODUCING THE JOHN GOULD LEGACY SOCIETY

The Arc Montgomery County is delighted to announce the founding of the John Gould Legacy Society, a membership group that recognizes the long-term generosity of supporters of The Arc Montgomery County

who have established planned gifts, including listing our organization as a beneficiary in their will. Planned gifts are a profound expression of support as they continue to further our mission into the future.

John Gould, who passed away in 2021, made many significant and meaningful contributions to The Arc Montgomery County over the years, including his service as a board member. He was also a philanthropist and dedicated to our organization's future, leaving a generous legacy gift to our organization in the form of a bequest.

To learn more about the John Gould Legacy Society, and how you may become a member, please contact Dawn Draayer, Director of Engagement, at 301.984.5777 x1274.



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Gorfine, Schiller & Gardyn is pleased to support The Arc Montgomery County's Coffee & Conversation!

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Discussions

with

Daria

Where We Are and Where We Are Headed

Opportunities **for people supported by The Arc Montgomery County** and their families to engage directly with CEO Daria Cervantes.

Friday, May 6 at 5 pm, for self advocates in Adult Services only.

Friday, May 13 at 3 pm, for Children & Youth Services families only.

Friday, June 3 at 3 pm, for family members of adults supported only.

To register, visit our website calendar at www.TheArcMontgomeryCounty.org.

Email Engagement@arcmontmd.org or call 301.984.5777 x1261 with questions.



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Our Mission

To protect and support the aspirations of individuals, families and businesses.

To empower our employees to learn, grow and make a difference in their communities

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LEGISLATION UPDATES

The Maryland General Assembly wrapped up a busy 90-day legislative session on April 11, boasting some big wins for the IDD community!

Most notable is the historic \$60 billion state Operating Budget for FY23, which includes an additional \$56 million in funding for Community Services. Advocates from around the state made this possible with a grassroots approach—contacting their representatives by phone, email, and social media asking the General Assembly and the Governor to put additional funds into the budget. Thank you to everyone who reached out, shared stories, and shed light on the needs of Marylanders with intellectual and developmental disabilities!

Other session highlights include: the Time to Care Act, which creates the first mandatory paid family leave insurance program in the state; legislation to end the practice of seclusion in schools (and limit restraint); several childcare-recovery bills; school discipline reforms; education, access, and anti-discrimination bills; creation of commissions to examine the healthcare workforce and DORS among other important charges; creation of a new legally recognized alternative to guardianship known as Supported Decision Making; commitment to require seizure action plans and training for teachers who support students with seizure disorders in schools; commitment to “end the wait” for people with disabilities on the state’s Medicaid community services waiting lists; and several human rights bills.

In a step toward returning to normalcy, this year’s session was hybrid, with the House entirely virtual – and the Senate holding hearings and voting sessions in person mid-session. There were 2,498 bills introduced for consideration, with the General Assembly ultimately passing 834 of them.

Looking ahead, 2023 is shaping up to be an exciting legislative session. All 188 legislative seats will be on the ballot this November, and some districts will have new boundary lines. More than two dozen sitting lawmakers are retiring or leaving to run for other offices. Please make sure you are registered to vote so you can make your voice heard in our state elections!



The Arc
Montgomery County

Calendar of Events

April 1- September 30, 2022

Holidays—Offices Closed

Monday, May 30
Monday, June 20
Monday, July 4
Monday, September 5

Discussions with Daria

For Self-Advocates
in Adult Services
Friday, May 6

For Families Supported by
Children & Youth Services
Friday, May 13

For Family Members of
Adults Supported
Friday, June 3

Teacher Appreciation Week

May 1-7

Membership Meeting

Wednesday, June 29

Direct Support Professional Recognition Week

September 12-18

Detailed information
for all events including location
and registration
is available at
TheArcMontgomeryCounty.org

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Your membership creates positive change in your community, and helps The Arc stand beside your children, neighbors, friends, and colleagues as they strive for complete inclusion in every aspect of community life.