To rephrase Dickens, it was the worst of times, it was the best of times. The COVID-19 pandemic has been the worst of times for many. The inability to see family and friends, travel, and even go to work took a toll on all of us. Some became ill, and sadly, lost friends and family to COVID-19. It could be difficult to identify the positives during this trying period of our history; however, bright spots did shine through at The Arc Montgomery County.

In many ways, the pandemic refocused us and brought our employees, the people we support, their family members, and our supporters closer together by all working towards a common goal. Barriers were broken as employees from all divisions worked together to ensure operations continued in the 35 homes we support. Board members, community partners, and employees banded together to deliver meals and other needed supplies.

As we all learn to navigate a changed world, we certainly look forward to finding more bright spots around us.

Daria Cervantes
Chief Executive Officer

Stephanie Katz
Board President
**IMPRESSIVE NUMBERS**

- **0** Employees furloughed
- **60** Tablets purchased to connect people with family and friends
- **90** Children returned to KFICCC classrooms
- **465** Seniors supported by Respite Coordination
- **8,631** Pieces of PPE donated to The Arc by the community
Leading With Innovation

KFICCC and After All reopened in July and were vital to establishing a sense of normalcy for the children, youth, and families we support. The teachers and employees were innovative and incorporated virtual supports and lessons. Our facility even became a location where teens completed virtual schooling with guidance and support.

New measures were put in place to keep everyone safe—new ventilation units were placed in each classroom to improve air quality; individual sensory bins were created so that each child had their own; and, teachers worked together to maximize the student experience while minimizing the COVID-19 risk.
re•sil•ience noun
The capacity to recover quickly from difficulties, toughness.
Employment & Meaningful Day Services and Inclusive Living Services joined forces to ensure the lives of people supported felt little disruption. Employees stepped up to change roles, adopted PPE protocols, and jumped in where needed. Our 35 homes became reliant on technology. The addition of tablets allowed for virtual visits with family and friends and access to new activities and entertainment.

Direct Support Professionals leaned in to build on their relationships with people supported. Bonds were solidified and new relationships were created, enriching the lives of all.
**support** verb
give assistance to 
enable to function 
or act.
Workshops to expand your knowledge.
Connections to expand your network.

On May 25, 2021, The Arc Montgomery County held its first ever Coffee & Conversation, a virtual business-to-business networking event. Attendees participated in educational workshops, interacted with local business leaders, as well as the board members and leadership from The Arc, and learned about the organization’s programs and services.

$63,904 Raised
113 Attendees
16 Sponsors
9 Presenters
The need for connection has never been greater. Advances in the accessibility of technology have “opened up” virtual doors to allow people across the globe to communicate with one another safely.

Enter *Discussions with Daria*, a concept created for people supported, families, and employees to have open conversations with CEO Daria Cervantes. Each targeted session opened up the space to learn about organizational updates and ask questions.
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Maria Dudish
Sandy & Julius Gaal
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STRONGER TOGETHER

RESPITE COORDINATION

Vital for Families

Respite Coordination services were more vital than ever. To better serve families, paper processes were converted to electronic systems, increasing efficiency and accessibility.

These enhancements positively impacted families like Jill and her late partner Judy (left), who relied on primary care giving. For people in their position, resources outside of the respite coordination provided by The Arc were limited. Our team advocated for change within Montgomery County that allowed for more families to qualify for respite coordination services. This helped families like the Petronios (right), whose triplets require special medical and educational needs.
Vision and Renewal

It’s all about community! With the help of community partners, grants were secured to help elevate the curb appeal and internal displays at Urban Thrift. In addition to accepting previously loved items from community members, new items from major retailers like Macy’s, Target, Manna Food Center, and World Market lined the shelves.

vital adjective
absolutely necessary or important; essential.
EMPLOYEE RESILIENCE

Driving the Mission

Our employees continued to be the backbone which drives our mission. Their resilience and flexibility shined during these difficult times. Many took on the risks and responsibilities of being on the front lines, while others pivoted to telecommuting. This inspired change, including technology upgrades. Leadership made the commitment to transition the organization to laptops, increased the number of tablets available in our homes, and work towards improving communication with employees.

pivot verb
to adapt or improve by adjusting or modifying.
We appreciate the generosity of donors who supported The Arc Montgomery County through their participation in the following workplace campaigns.

America's Charities
The Benevity Community Impact Fund
The CarMax Foundation
Combined Federal Campaign of the National Capital Area
Lenovo Employees Care Campaign
Maryland Charity Campaign
United Way of Central Maryland
United Way of the National Capital Area
World Bank Community Connections Fund
Financials

FY21 Revenue by Source $31,058,928

- Children & Youth Services: 6%
- Urban Thrift: 1%
- Respite Coordination: 5%
- Contributions & Other: 14%
- Employment & Meaningful Day Services: 13%
- Inclusive Living Services: 61%

FY21 Expenses by Category $25,638,407

- Wages & Benefits: 59%
- Contract Labor & Consulting Fees: 23%
- Occupancy Cost: 9%
- Transportation & Vehicle: 2%
- Food & Supplies: 4%
- Other: 3%

Audited financials as of June 30, 2021. A full report is available upon written request.
1,087 People Supported in FY21

- Employment & Meaningful Day Services: 13%
- Respite Coordination: 63%
- Inclusive Living Services: 14%
- Children & Youth Services: 10%

FY21 Costs by Division

- Administration: 15%
- Employment & Meaningful Day Services: 16%
- Respite Coordination: 6%
- Children & Youth Services: 8%
- Urban Thrift: 2%
- Inclusive Living Services: 53%
Dedicated to those lost during the pandemic: people supported, employees, family members, and other loved ones.

The Arc Montgomery County
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