



The Arc.

Montgomery County



STRONGER TOGETHER

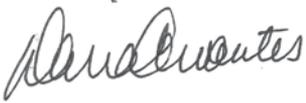
FY2021 ANNUAL REPORT

STRONGER TOGETHER

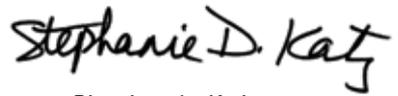
To rephrase Dickens, it was the worst of times, it was the best of times. The COVID-19 pandemic has been the worst of times for many. The inability to see family and friends, travel, and even go to work took a toll on all of us. Some became ill, and sadly, lost friends and family to COVID-19. It could 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

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CHILDREN & YOUTH SERVICES

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.



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ADULT SERVICES

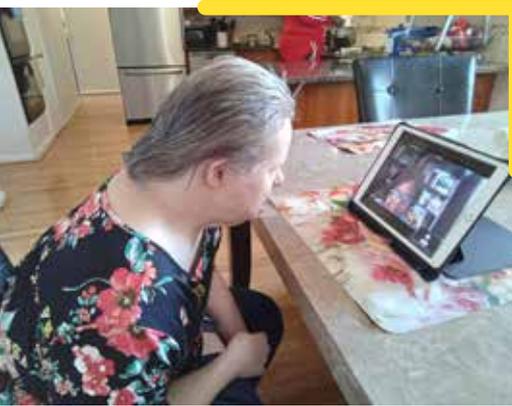
It Takes a Village

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.



sup•port *verb*
give assistance to
enable to function
or act.





Coffee & Conversation

BUSINESS TO BUSINESS NETWORKING

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

Discussions

with

Daria

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.





GENEROUS DONORS

July 1, 2020 - June 30, 2021

Sustainers \$10,000+

Anonymous
A.R. Bancroft Community Development Corp.
Foundation for Children with Intellectual and Developmental Disabilities
HUB International Limited

Benefactors \$2,500 - \$9,999

Advanced Nursing + Home Support	Gorfine, Schiller & Gardyn, P.A.
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Constance Battle	Kamis Professional Staffing, LLC
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Capitol Office Solutions, a Xerox Company	Sandy Spring Bank
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Sponsors \$1,000 - \$2,499

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Clarissa & Van Voyles
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Cassie Whited
Keith & Annie Wichman
William Wolfe III
Maurice Zeeman and Dianne Bradley

TRIBUTES

In Honor of

The Alfaro-Rosenberg Family
The Arc Montgomery County Employees
The Evans Family
Daria Cervantes
Classroom 14 Teachers
Mark Cloherty
Kula Curry
Maria Dudish
Sandy & Julius Gaal
John Gould
Thomas Hwang
Ravi Jesrani & Family
KFICCC Teachers
Stephanie Katz
Dung Kim Lai
Tracy Mulligan, Jr.
Tracy and Margaret Mulligan
Zach and Toby Pond
Respite Coordination Team
Lloyd Reynolds
Gia Richmond & Kari Borgealt
Room 3 & Room 14 Teachers
Jessica Sol
Liron Sharon
John & Dottie Slavcoff
Marcy Voyles

In Memory of

Susan Alexander
Esperanza Barrios
Nancy Clarke
Carrol Cline
Janet Collins
Leah Collins
Fred Ederer
John Estampador
Edward Thomas Gardner
Maxine and Bill Hamilton
John R. Hawkins
Dorothy Kent
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Carl Douglas Osborne
Mia Palan
Judith Pauley
Mark Pickens
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Daniel Ventura
Linda Wolfe

In-Kind Contributors

Jose Alfaro & Jessica Rosenberg
Nausher Ali & Dana Smith
Anna Alvarado
Nita Armstrong
William Battle
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Care First
Leighton Chan & Beth Zeiter-Chan
Anna Colandreo
Riki Conrey & Anjali Vora
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Christina Shawver
Silver Spring Cares
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Katie Tennyson
The Welman Group
Deborah & Hillary Whippen

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RESPIRE 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.

URBAN THRIFT

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.



vi·tal *adjective*
absolutely necessary or
important; essential.



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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.



piv·ot *verb*
to adapt or improve by
adjusting or modifying.

Services & Support for People of All Ages & Abilities

Adults

Community Living
Employment
Meaningful Day
Personal Supports
Respite Coordination
Self-Advocacy

Seniors

Respite Coordination

Children & Youth

Inclusive Child Care
Respite Coordination
Youth After-School
& Summer Program

Families

Resources & Referrals
Urban Thrift

Management

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John Olenick
Michael Tadesse

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Chief Executive Officer
James Gipson,
Chief Operating Officer
Darline Bell-Zuccarelli,
Chief Financial Officer

Clyde Agnew, Jr.
Doug Clarke
Deborah Mark
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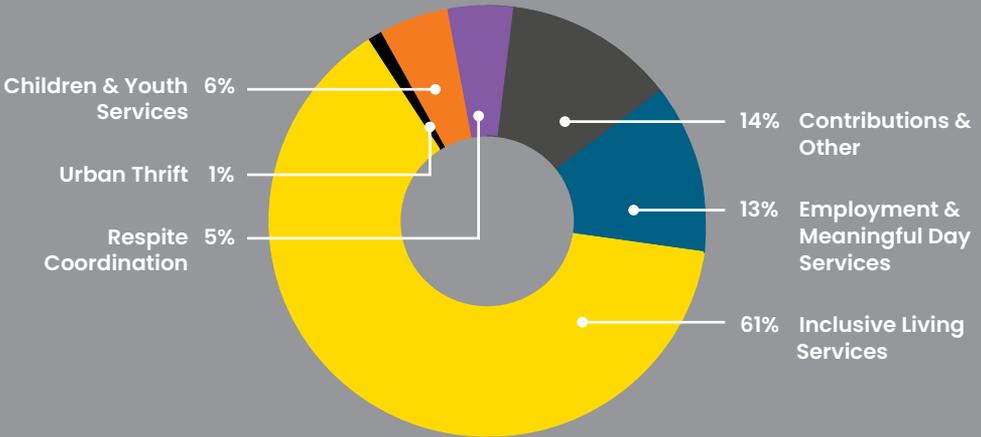
Workplace Campaigns

We appreciate the generosity of donors who supported The Arc Montgomery County through their participation in the following workplace campaigns.

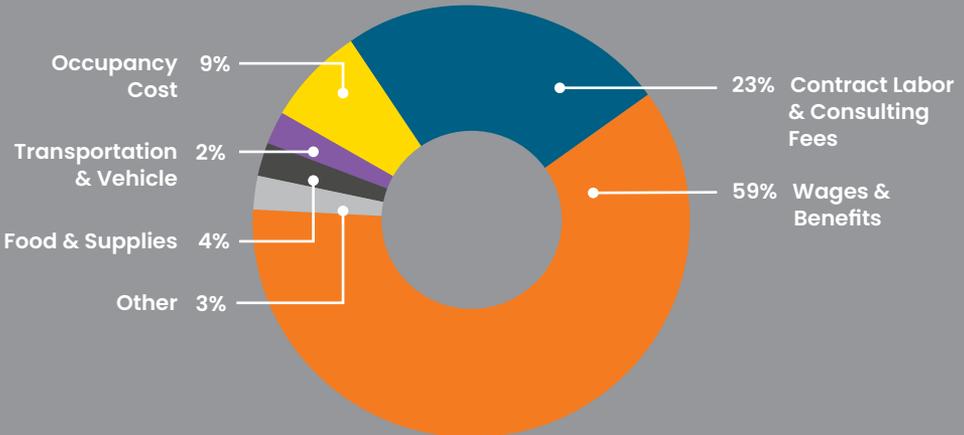
America's Charities
The Benevity Community Impact Fund
The CarMax Foundation
Combined Federal Campaign of the National Capital Area
Lenovo Employees Care Campaign
Maryland Charity Campaign
United Way of Central Maryland
United Way of the National Capital Area
World Bank Community Connections Fund

Financials

FY21 Revenue by Source \$31,058,928

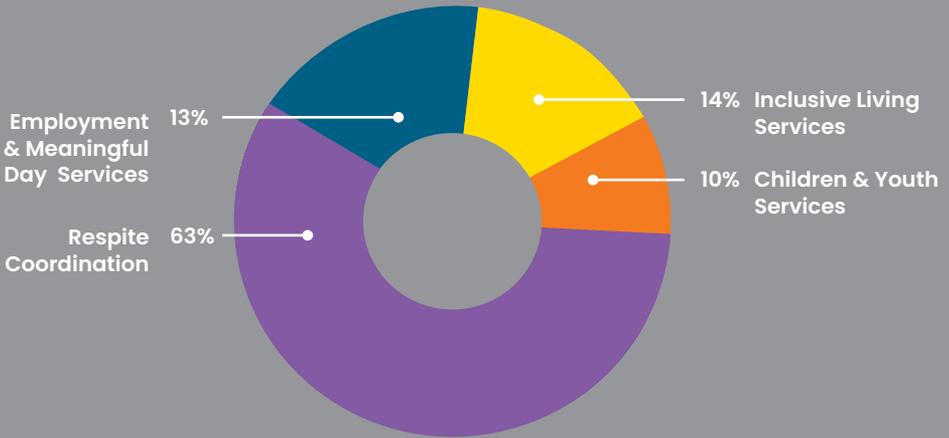


FY21 Expenses by Category \$25,638,407

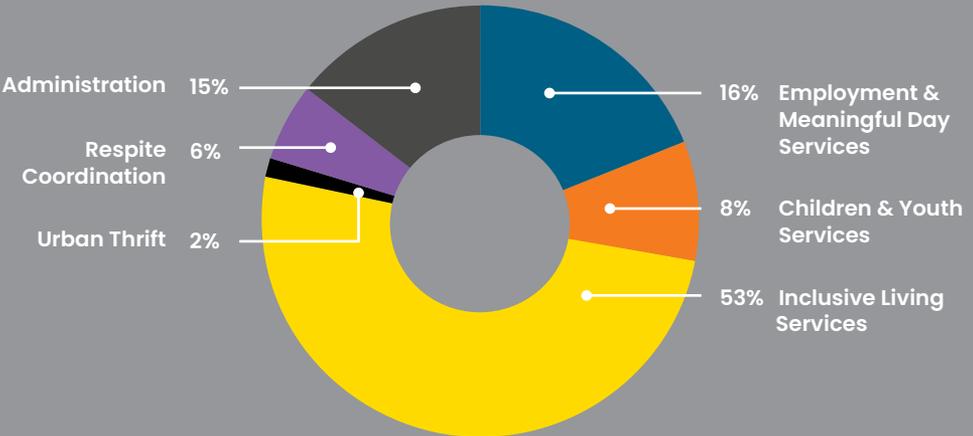


Audited financials as of June 30, 2021. A full report is available upon written request.

1,087 People Supported in FY21



FY21 Costs by Division



*Dedicated to
those lost during the pandemic:
people supported, employees, family
members, and other loved ones.*



The Arc Montgomery County
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