



**The Arc**  
Montgomery County

# *impact!*

**2020 ANNUAL REPORT**

*#WeAreEssential*





**We connect people of all ages and abilities  
with their communities to build inclusive  
and fulfilling lives.**

# *Impressive Numbers!*

Beautiful new headquarters building to facilitate employee collaboration

**1**

Graduates from The Arc's MCE Leadership Development program

**3**

Handwritten letters delivered to state legislators, advocating for DDA funding

**76**

Children & Youth Services families using the Bloomz app for better communication

**142**

Combined years of service recognized at the Employee Tenure Ceremony

**595**

Hours of service provided by 181 volunteers

**3,416**



# *Children and Youth Services*

## EXPLORING

Children are born curious. A morning walk yields a treasure box of leaves and rocks to examine under a magnifying glass. A storybook is experienced through sight, sound, and touch. New friends are embraced for their differences. Every day is an opportunity to explore and grow.

At KFICCC, our fully inclusive child care center, typically-developing children, children with developmental disabilities, and children with special health care needs play and learn together. Children interact with peers, engaging in experiences that promote communication, cooperation, and understanding that others have different experiences and perspectives. Every child is included and has the opportunity to thrive.

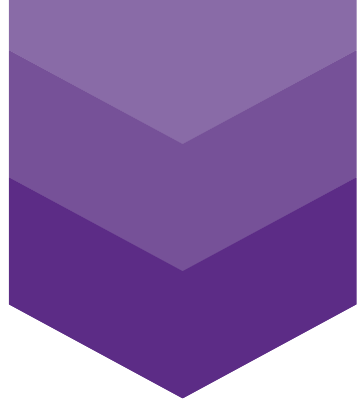
For pre-teens and adolescents, we offer After All—a structured after-school and summer program. After All empowers youth to build skills and interests in an environment that promotes independence and socialization.

Because education is a family affair, we have worked to facilitate communication with families this year using a new app. Parents can receive quick updates from teachers, see pictures of classroom activities, access community calendars, and sign-up for conferences, all at their fingertips.



## **#WeAreEssential**

*Every day, we empower children with foundational skills,  
a love of learning, and a spirit of discovery.*



# *Employment and Meaningful Day Services*

## CONTRIBUTING

Everyone longs to have a purpose and be a contributing member of the community. Our Employment & Meaningful Day Services connect the people we support with fulfilling opportunities—paid employment, vocational training opportunities, and tailored recreational and educational support.

Yolanda finds purpose and pride in a job well done for Ohana Wellness in Bethesda. Her team provides laundry services for the spa—a critical job to keep the local business running smoothly. Across town, Gorvergo trains and mentors his team. They clean gas pumps and surroundings at the Montgomery County Fueling Station. Their careful work maintaining county facilities contributes to a better quality of life for county residents.

Employment & Meaningful Day supports 232 adults, preparing individuals for interviews with local employers and matching individuals to jobs that engage their specific skill sets and interests. While the closing months of FY20 saw the pandemic disrupt business as usual, our employees sustained their critical work to ensure the people we support stay engaged and continue to build essential skills. Our work to build strong futures does not pause, even in challenging times.



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Status

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***#WeAreEssential***



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July 1, 2019 - June 30, 2020

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## Tributes

### In Honor of

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Julia Abate  
After All Staff  
Alan Timothy Bradshaw  
Doug Clarke  
Direct Support Professionals  
Families Of Individuals With Disabilities  
Connie Farrell  
Kamilah Franklin  
Mitchell Gildenhorn  
Tom Greene  
Kathleen Hirsch  
Laurie Paul and Neil Horlick  
Howard Jensen  
KFICCC Teachers and Staff  
Tracy and Margaret Mulligan  
Gia Richmond  
Room 12 & Room 15 Teachers  
Paul Rosenfield  
Chrissy Shawver  
Brooke Supinski  
Michelle Wilson

### In Memory of

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Ben Colandreo, Sr.  
John Henry Ebaugh IV  
John Fegan  
Joan Feldberg  
Mary Etta Gerardi  
Elmer Greenleaf  
Maxine and Bill Hamilton  
William G. Hamilton  
Chan Meng Kuan  
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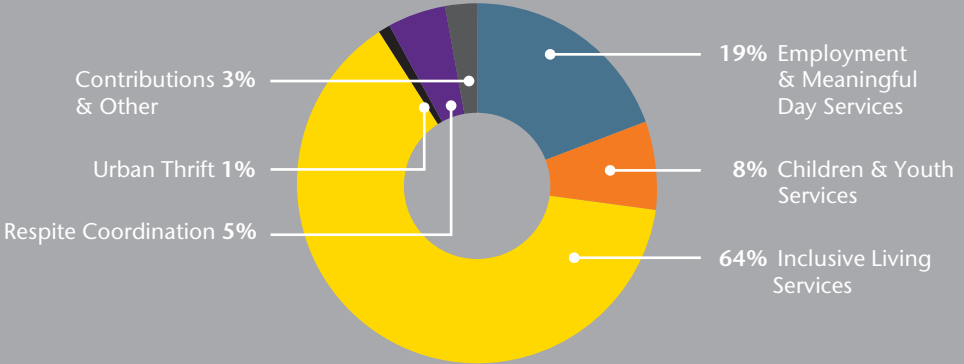
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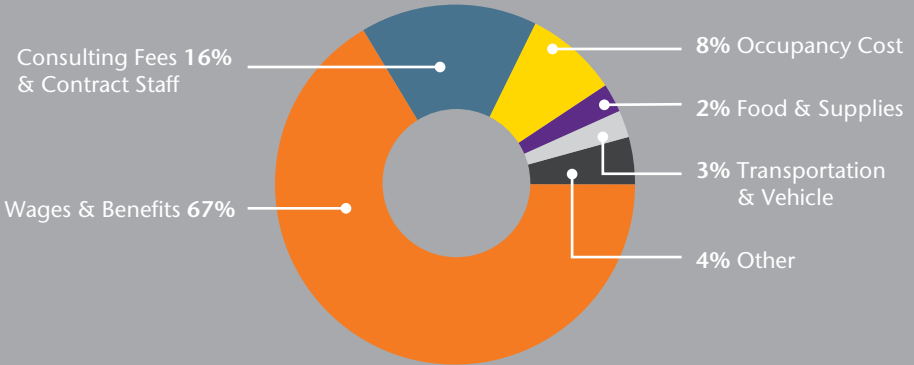


# Financials

## FY20 Revenue by Source \$25,434,780



## FY20 Expenses by Category \$26,947,740



## FY20 Costs by Division





## *Inclusive Living*

### CONNECTING

Connections start at home, where belonging and caring anchors us to a healthy and happy life. Inclusive Living Services is comprised of Community Living (full residential services for 115 people) and Personal Supports (1:1 support for 55 people). Quality support services promote a healthy lifestyle, reflected in good mental, emotional, and physical health.

Our push for updated Person-Centered Plans allows us to identify the kind of life each person wants to live and to pursue the activities that connect him/her to that life. For some people, that can be learning to manage their own laundry, and for others, it means shopping for their favorite videos.

While the pandemic has changed the landscape of our communities, our foundations remain strong. Soon we will return to our community activities. In the meantime, we are safe and supported around the family table, engaged in strengthening independent living skills, and finding new ways to connect with each other.



*A fulfilling life is one where  
we make our own choices and  
pursue our interests.*



**#WeAreEssential**



*A ribbon-cutting ceremony and grand opening celebration was held at the new headquarters on October 31, 2019. Stephanie Katz, Board President, and Chrissy Shawver, CEO, officially opened the building, and people supported, families, employees, and business associates were all invited for tours and refreshments.*





## *New Headquarters*

### COLLABORATING

It's been a year of change! Beginning with our move into new headquarters at Calhoun Place and continuing through the first months of the pandemic, the spirit of collaboration carried us through FY20.

In early autumn 2019, all operations from Southlawn and Nebel Street joined under one roof in the new location. In many ways, the move was more than geographic—it enabled easier access to our colleagues and more positive staff interaction each day. It set the stage for rich, collaborative work, and better problem-solving.

Our new space is fully accessible, with more work areas and ample conference rooms for training and community events, large or small. When the pandemic closed our doors to the public, our conference rooms became staging areas for PPE supplies and groceries, as our staff mobilized to keep our homes safe and secure during the lockdown. We look forward to a full return to the headquarters space sometime in FY22.

# 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  
Student Service Learning  
Transition Times Workshops  
Urban Thrift

## Management

### Board of Directors

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Raymond Davidson, Vice President  
Mark Rittenberg, Treasurer  
Philip Golrick, Secretary  
Karen O'Connor, Past President  
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Kerinne Browne  
Kathy Ghiladi  
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### Leadership Team

Chrissy Shawver, Chief Executive Officer  
Daria Cervantes, Chief Operating Officer  
Darline Bell-Zuccarelli  
Clyde Agnew, Jr.  
Doug Clarke  
Ellen Franks  
Djibril Kamara  
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Brocklin Qualls  
Gia Richmond



## Workplace Campaigns

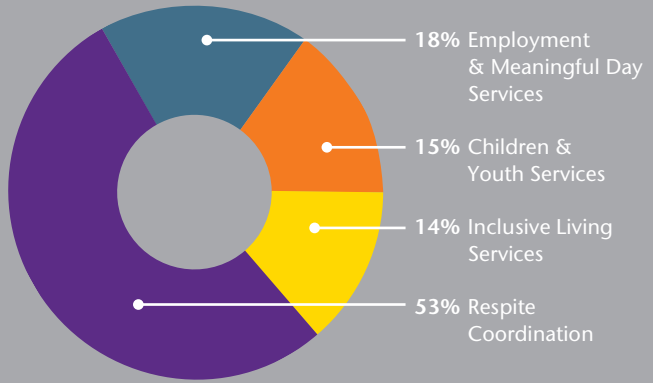
We appreciate the individuals who contributed to The Arc Montgomery County through their participation in the following workplace campaigns.

America's Charities  
The Benevity Community Impact Fund  
Combined Federal Campaign of the National Capital Area  
International Brotherhood of Electrical Workers United Way Campaign  
Lenovo Employees Care Campaign

Maryland Charity Campaign  
Truist  
United Way of Central Maryland  
United Way of the National Capital Area  
World Bank Community Connections Fund  
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## #WeAreEssential



1,227 People Supported in FY20





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