We connect people of all ages and abilities with their communities to build inclusive and fulfilling lives.
<table>
<thead>
<tr>
<th>Impressive Numbers!</th>
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<tbody>
<tr>
<td>Beautiful new headquarters building to facilitate employee collaboration</td>
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<tr>
<td>Graduates from The Arc’s MCE Leadership Development program</td>
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<tr>
<td>Handwritten letters delivered to state legislators, advocating for DDA funding</td>
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<tr>
<td>Children &amp; Youth Services families using the Bloomz app for better communication</td>
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<tr>
<td>Combined years of service recognized at the Employee Tenure Ceremony</td>
</tr>
<tr>
<td>Hours of service provided by 181 volunteers</td>
</tr>
</tbody>
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| 1 |
| 3 |
| 76 |
| 142 |
| 595 |
| 3,416 |

All photos ©The Arc Montgomery County and Ann Maas Photography
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.
Every day, we empower children with foundational skills, a love of learning, and a spirit of discovery.

#WeAreEssential
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.
Employment and Meaningful Day Services

#WeAreEssential
### Generous Donors

**July 1, 2019 - June 30, 2020**

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<tr>
<th>Sustainers $10,000+</th>
<th>HUB International Limited</th>
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<tr>
<td><strong>Allied Pharmaceutical Services, Inc.</strong></td>
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<td><strong>Twinbrook Baptist Church</strong></td>
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<tr>
<th>Benefactors $2,500 - $9,999</th>
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<tr>
<td><strong>Advanced Nursing + Home Support</strong></td>
<td><strong>Dennis &amp; Laura Jamouneau</strong></td>
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<td><strong>AE Cleaning</strong></td>
<td><strong>Kenneth &amp; Susan McGivney</strong></td>
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<td><strong>Anne Albright</strong></td>
<td><strong>Stephen &amp; Elizabeth Palan</strong></td>
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<td><strong>Anonymous</strong></td>
<td><strong>Brandon &amp; Allison Perry</strong></td>
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<td><strong>Daniel Bates &amp; Sheila Kragie</strong></td>
<td><strong>Albert &amp; Helen Pollin</strong></td>
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<td><strong>Constance Battle</strong></td>
<td><strong>Leah Quin</strong></td>
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<td><strong>CETA Benefit Consulting Group, LLC</strong></td>
<td><strong>Sandy Spring Bank</strong></td>
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<td><strong>Riki Conrey &amp; Anjali Vora</strong></td>
<td><strong>Dave &amp; Terri Schellhardt</strong></td>
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<td><strong>Evan &amp; Lindsay Crowell</strong></td>
<td><strong>Barry &amp; Barbara Westreich</strong></td>
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<td><strong>Sebastian Díaz</strong></td>
<td><strong>World Bank Community Connections Fund</strong></td>
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<td><strong>Daniel Gossett &amp; Leila Lackey</strong></td>
<td><strong>Joey Hipolito &amp; Sarah Pauly</strong></td>
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<td><strong>David &amp; Julie Allan</strong></td>
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<td><strong>Bank of America Charitable Foundation</strong></td>
<td><strong>Matthew &amp; Catherine Minahan</strong></td>
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<td><strong>Olivier Barnouin &amp; Carolyn Ernst</strong></td>
<td><strong>Ted Murphy &amp; Jenny Knopinski</strong></td>
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<td><strong>Amber Bloomfield</strong></td>
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<td><strong>Jeff &amp; Candace Bryant</strong></td>
<td><strong>Richard &amp; Carol Osborne</strong></td>
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<td><strong>Capital Women’s Care</strong></td>
<td><strong>Randy &amp; Mary Parrish</strong></td>
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<td><strong>John &amp; Regina Clark</strong></td>
<td><strong>Planet Depos, LLC</strong></td>
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<td><strong>Ali Cloherty</strong></td>
<td><strong>Stanley &amp; Nancy Pond</strong></td>
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<td><strong>John &amp; Eileen Dillon</strong></td>
<td><strong>John &amp; Lynne Raden</strong></td>
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<td><strong>Daniel Dorfman &amp; Melinda McFarland</strong></td>
<td><strong>Michael &amp; Naina Rakes</strong></td>
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<td><strong>Vincent Dussupt &amp; Kumiko Akikawa</strong></td>
<td><strong>Daniel Reynolds &amp; Celia Voyles</strong></td>
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<td><strong>Peter &amp; Dana Eason</strong></td>
<td><strong>Christina Ritchie</strong></td>
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<td><strong>Hilda Ederer</strong></td>
<td><strong>Johnna Robinson</strong></td>
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<td><strong>David Faranda &amp; Robyn Littman</strong></td>
<td><strong>Saint Mark Presbyterian Church</strong></td>
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<td><strong>Carl &amp; Judith Saxinger</strong></td>
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<td><strong>Philip Fox &amp; Suzanna Gallina</strong></td>
<td><strong>Abe &amp; Denise Schainker</strong></td>
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<td><strong>GCAAR Realtors Care Fund</strong></td>
<td><strong>Craig &amp; Christina Shawver</strong></td>
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<td><strong>Philip &amp; Janet Golrick</strong></td>
<td><strong>Shulman Rogers</strong></td>
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<td><strong>JK House of Grace</strong></td>
<td><strong>Linda Snook</strong></td>
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<td><strong>Terrence Judge</strong></td>
<td><strong>SunnyD, Inc.</strong></td>
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<td><strong>Ramzi Khuri &amp; Marci Giang</strong></td>
<td><strong>The Martin Family Charitable Foundation, Inc.</strong></td>
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<td><strong>Gerald Kurihara</strong></td>
<td><strong>Ernest &amp; Wendy Williams</strong></td>
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<td><strong>Philip Kurihara</strong></td>
<td><strong>Youssef Zaki &amp; Diana Kinker-Zaki</strong></td>
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<td><strong>Jeffrey &amp; Mary Laizure</strong></td>
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Srimal Abeyesundere
Alta Healthcare Services, LLC
Assisting Hands of Potomac
Harry Benoît
Charles & Susan Brome
Elisa Canete
Sarah Cato
Daria Cervantes
Susan Ciolino
Doug & Danielle Clarke
Nigel & Elisabeth Cosh
Barry & Sharon Covington
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Lawrence & Lynn Ries
Katrina Sarfarazi
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Mark Schweitzer
### Contributors $250 - $499

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<tbody>
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<td>Khristine Sherman</td>
<td>Allen &amp; Marilyn Trainer</td>
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<td>Richard Sincoff</td>
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<td>XiaoLin Sun &amp; Xian Lu</td>
<td>Kimball Watts &amp; Janet Buyer</td>
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### Supporters $100 - $249

<table>
<thead>
<tr>
<th>Name</th>
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<td>Shoaleh Alai</td>
<td>Sharon Freiman</td>
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<td>Kathy Ghiladi</td>
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<td>Lee &amp; Emily Glass</td>
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<td>Amazon Smile Foundation</td>
<td>Kathleen Godfrey</td>
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<td>Lee Arbetman</td>
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<tr>
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<td>Bakery, Confectionery, Tobacco Workers &amp; Grain Millers International Union</td>
<td>Joseph Harazmus &amp; Lara George</td>
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<td>Sean Fitzgerald</td>
<td>Maryland Print &amp; Design, LLC</td>
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<td>Mark Mazur</td>
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<td>Hyacinth Fray</td>
<td>Marie McIntosh</td>
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Solomon Merugu
Benjamen & Bettye Miler
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In Honor of

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

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
Frank & Geraldine Lee
Kathryn Rita Mercadante
Carl D. Osborne
James Pond
Daniel John Russell
John A. Slavcoff, Jr.
Bart Stringham
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The Welman Group
Visiting Angels, LLC
Steve & Mary Walter
Deborah Whippen
Carie Wohl
Matthew Woorman
Audited financials as of June 30, 2020. A full report is available upon request.

**Financials**

**FY20 Revenue by Source $25,434,780**

- Contributions 3% & Other
- Urban Thrift 1%
- Respite Coordination 5%
- Employment & Meaningful Day Services 19%
- Children & Youth Services 8%
- Inclusive Living Services 64%

**FY20 Expenses by Category $26,947,740**

- Consulting Fees & Contract Staff 16%
- Wages & Benefits 67%
- Occupancy Cost 8%
- Food & Supplies 2%
- Transportation & Vehicle 3%
- Other 4%

**FY20 Costs by Division**

- Administration 15%
- Respite Coordination 6%
- Urban Thrift 1%
- Employment & Meaningful Day Services 19%
- Children & Youth Services 9%
- Inclusive Living Services 50%
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.
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.
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.
We appreciate the individuals who contributed to The Arc Montgomery County through their participation in the following workplace campaigns.

**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
- YourCause, LLC Trustee for PricewaterhouseCoopers LLP

**Management**

**Board of Directors**

- Stephanie Katz, President
- Raymond Davidson, Vice President
- Mark Rittenberg, Treasurer
- Philip Golrick, Secretary
- Karen O’Connor, Past President
- Constance Battle
- Kerinne Browne
- Kathy Ghiladi
- John Gould
- Ben Lopez
- Aaron Malofsky
- Aileen O’Hare
- John Olenick
- Michael Tadesse

**Leadership Team**

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

**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
#WeAreEssential

1,227 People Supported in FY20

- 18% Employment & Meaningful Day Services
- 15% Children & Youth Services
- 14% Inclusive Living Services
- 53% Respite Coordination