NEW MISSION, NEW GOALS, NEW MOMENTUM

The Arc Montgomery County has been going strong for 60 years, and we’re excited about moving forward as we continue to support people with and without disabilities in Montgomery County. There are lots of positive changes on our horizon, all focused on being more efficient and effective as we strive to implement our inclusive vision.

The first big change is our mission statement. Throughout 2018, a team of staff, family members, board members, and self-advocates worked together to revise our mission, values and goals, which were last updated in 2011. Several versions were considered, with this final mission statement adopted: The Arc Montgomery County connects people of all ages and abilities with their communities to build inclusive and fulfilling lives.

Our programs support children as young as six weeks old to adults nearing 100 years, with and without disabilities (especially with child care and senior respite care), so it was critical that we include this information in our mission. Similarly, it was key that we introduced inclusion. It's not enough for the people we support to have their needs met—our goal is for them to live fulfilling lives, engaged with and supported by family, friends, and other people in their community.

The next step was creating core operating values to guide the way in which the Board, staff and volunteers of The Arc want the community to experience it as a compassionate, responsive, effective and efficient organization. These values are listed below.

• Advocacy—Together with the people we support, we are at the forefront of creating diverse, barrier-free environments for all.
• Inclusion—We foster meaningful interactions and relationships between the people we support and the community.
• Innovation—We embrace new ideas and changes as ongoing and necessary for full inclusion of the people we support.
• Choice—We respect each person’s autonomy and right to make choices in all areas of life, allowing for calculated risks as part of personal growth.
• Integrity—We carry out our work with the highest standards of personal behavior, professionalism, and respect for the people we support.

The final task assigned to the strategic planning group was to identify specific goals to guide our daily work. After much discussion and revision, three goals were finalized. The first goal is to promote a culture of quality, providing excellent support services which allow a person to live the life he or she chooses. Much of the "work" for this goal is focused on implementing person-centered service delivery by well-trained staff in safe, inclusive environments.

Continued on page 2
NEW BEGINNINGS

Spring is a time for new beginnings. Our Pre-K students at KFICCC will graduate and young adults who have recently graduated from high school will be supported as they move into their own homes and enter the workforce. We are so proud of their accomplishments and look forward to seeing additional success in their futures.

As we enjoy warmer weather, more sunlight and blooming flowers, we are getting ready for other new beginnings at The Arc Montgomery County! We are identifying ways to provide support services that are more efficient, effective and innovative, and will be sharing more about these ideas soon, but here’s a sneak peak.

Headquarters Move—We are combining Nebel Street and Southlawn staff into one building in upper Rockville near Hungerford Drive at the end of the summer.

Facilities Administrator—We now have one person overseeing all facilities, including our residential homes, to reduce maintenance costs and improve program environments.

Family Forums—We are creating pathways where families will have opportunities to ask questions and provide feedback directly to our leadership team.

POM Interviews—We are piloting a new way to gather information about the needs and wants of the people we support, called POM (Personal Outcomes Measures).

TravelMate—We have partnered with The Arc Northern Virginia to train 40 staff in using a new app to enhance independence as people travel to/from work, school, etc.

Document Record—The finance department has almost completely shifted the accounts payable voucher process to a paperless system.

FIRE!—We are launching a new young professionals networking group to engage more people in our mission and work, including service projects and fundraising support.

From a personal perspective, we have been touched by the kind words from our Direct Support Professionals and families about some of the changes that are already in place. Their appreciation is what keeps us going when things get tough. Change is never easy, but it is absolutely necessary for growth and improvement.

- Chrissy Shawver, CEO and Daria Cervantes, COO

NEW MISSION (continued from page 1)

The second goal is to create a culture of innovation and respond to changing needs with new and creative approaches. Implementation of this goal will require us to research best practices, update our equipment and software, acquire and utilize assistive technology for the people we support, and expand funding for new and diversified services.

The third goal is to become the employer of choice. Like other service providers, we are facing critical staff shortages across all of our programs. Steps to reduce staff turnover include retaining new staff for longer periods, evaluating staff job duties and responsibilities, and finding creative ways to increase employee satisfaction and engagement, like leadership opportunities and a career ladder for advancement.

We have already started working to meet these goals and will continue to push ahead over the coming years. Closing the Southlawn building and moving our headquarters to one location will decrease our overhead costs. Combining our three adult services division into one will eliminate duplication and improve the support services we provide. Reaching out to new community partners will help us identify areas for growth and expansion. We’re excited about the future and invite you to grow and change with us!
The KFICCC child care program is currently undergoing an accreditation process with the Maryland Department of Education, based upon the MDExcels rating system. The goal is to earn a level five rating by the end of 2019.

Instead of hosting another Duck Festival, families are raising money for the summer program by arranging local restaurant nights and launching a crowd funding platform for direct donations.

Dr. Rhee of Dentistry for Children in Olney (above) recently performed dental screenings at KFICCC. Her dental hygienist completed an initial visit a week prior, bringing props to grab the children’s interest, and working to calm their nerves and address concerns about opening mouths and visiting a dentist.

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Several people supported in Community Living Services are typically unable to celebrate the Jewish holiday of Passover with their families, for a variety of reasons. This spring, a combined effort with B’nai Shalom of Olney synagogue provided an opportunity for about 60 people with and without disabilities to celebrate Passover with an abbreviated Seder (above). This inaugural event was held at Leisure World and included prayer recitation, singing, and even matzoh ball soup for dinner (provided by volunteers).

Kari Borgealt has joined the team as Associate Director, bringing a wealth of experience and knowledge. Her primary duties include overseeing the Assistant Directors and Community Living Coordinators.

CLS has three vacancies they would like to fill with younger adults, to better match with people already receiving support services.

and the group plans to hold a membership recruitment event at Nebel Street on June 15.
John Shatto has been hired as Benefits Counselor to assist people in maintaining their benefits while working. He is also a trained ABLE specialist, and can guide people supported and their families in creating an ABLE (Achieving a Better Life Experience) account.

Our new, dedicated Job Developer, Aleshia Whatley, is tasked with helping more people land competitive integrated employment (CIE), which means competitive earnings in an integrated (inclusive) location, with opportunities for advancement. One success story is Terre Lindsay Regland (above), who works part time at both Safeway and Amazon, with weekly follow-up from a Job Coach provided by The Arc Montgomery County.

THE GIFT OF PARTNERSHIP

In addition to those businesses and organizations which support our annual Gala and other fundraising events, we have many partnerships throughout the metropolitan area. Here are some of our connections.

*Educational Training/Support*—Beginnings; The Language and Behavior Center; Rockstarts (with Miss Kim)

*Employment/Job Training/Community Development*—Aspenwood Senior Services; Ben Lewis Plumbing Clarksburg; Brooke Grove Retirement Village; Chick-Fil-A; Giant; Georgetown Paper Stock; Harris-Teeter; Hebrew Home of Greater Washington; HomeGoods Rockville; Madison Fields; Maryland Motor Vehicle Administration; Montgomery County Correctional Facilities; Montgomery County Division of Parole and Probation; Montgomery County Materials Management; Montgomery Village Healthcare; National Institutes of Health; Ohana Wellness; Potomac Library; Public Safety Training Academy; Red Wiggler Community Farm; Rockville Library; Safeway; Shady Grove Assisted Living Community; The Village at Rockville; Walter Reed National Military Medical Center

*Family Support Groups/Workshops*—Mount Washington Pediatric Hospital; Autism Society of Montgomery County; Down Syndrome Network of Montgomery County; Partnership for Extraordinary Minds; MC Transitions; Potomac Community Resources; Transition Work Group

*Local/State Government and Governmental Agencies*—Maryland State Department of Education; Montgomery County Child Care Resource & Referral Center; Montgomery County Division of Parole & Probation; Montgomery County Health and Human Services; Montgomery County Infants & Toddlers Program; Montgomery County Public Schools

*Medical Screenings and Support*—Dentistry for Children; Lion’s Club; Montgomery College School of Nursing

*Meeting Space, Meals, and Other Support*—B’nai Shalom of Olney; Community Partners of Aspen Hill & Wheaton; Holy Cross Catholic Church; Saint Mark Presbyterian Church; Silver Spring Cares; Silver Spring Civitans

*Urban Thrift Donations*—Christ Lutheran Church; DC Estates; Giant Foods Bethesda; Joann Fabrics Wheaton; Kid2Kid Rockville; Kensington CAN!; Manna Food Center; One Montgomery Green; Target Wheaton; TLC Estates; Uptown Cheapskate Rockville

*Volunteer Support*—Jamestown University Alternative Break Program; Our Lady of Good Counsel High School; Stone Ridge School of the Sacred Heart; The Church of Jesus Christ of Latter Day Saints in Silver Spring

Please note that our generous donors and other financial partners are listed on pages 6-7.
STAFF TENURE RECOGNITION

On a cold Tuesday evening in February, we honored our staff for their dedicated service to people with and without disabilities, in benchmark periods of five years. The ceremony was held at Brookside Gardens Visitor Center, and many staff (including Sybil Paul, below) brought multiple generations of their family to enjoy the celebration. This year we celebrated six staff with 25 or more years of service to the agency.

THIRTY-FIVE YEARS—Clyde Agnew, Jr.

THIRTY YEARS—Mary Boylen, Mary Walter

TWENTY-FIVE YEARS—Ciatta Johnson, Sybil Paul, Bernadette Reid

TWENTY YEARS—Steven Cohen, Mary Kasper, Cynthia Lopreiato, Karen Sivulich

FIFTEEN YEARS—Francisca Alvarez, Chimene Diboma, Nathan Donald, Patience Ekpo, Rannett W. Gibson, Rodney Hamilton, Jasper Nnaji, Joyce Tudae-Torboh, Cecelia Washington, Hannah Weah

TEN YEARS—Comfort Adewumi, Melika Al-Kawas, Oretha Bailey, Maria Caro, Peter Forkou, Aiah Konah, Pamela Narinesingh, Angeline Wariebi

FIVE YEARS—Caroline Barrett, Carlos Barrios, Loelyne Ebong, Vivian Franks, Jennifer Garcia, Olubunmi Johnson, Quincy Jones, Kekeli Kety, Stephen Kiah, Odessa Lawton, Despina Mpiana, Rachel Thomas

See more pictures on our website, TheArcMontgomeryCounty.org > Where To Connect > Photo Gallery.

2019 COMMUNITY, STAFF & VOLUNTEER AWARD NOMINATIONS

Each year, The Arc Montgomery County honors our community partners, staff and volunteers. The individuals and groups recognized provide many hours of support, dedication, leadership, and above all, a strong commitment to connecting people of all ages and abilities with their communities to build inclusive and fulfilling lives. This year’s awards will be presented in June 2019, representing service provided during calendar year 2018.

Everyone is welcome to nominate a community partner, co-worker, support staff, volunteer, or community advocate. Nomination forms and more details are available on our website. Nominations will be accepted until 5 pm on Friday, May 31, 2019 by mail or email to Deborah Mark, Director of Communications & Outreach, 11600 Nebel Street, Rockville, Maryland 20852 or DeborahM@arcmontmd.org.

Community Award Category (Presented only to people/businesses/organizations in the community)
Community Inclusion Award, Advocate of the Year, Social-Advocate of the Year, Employer of the Year, Commitment to Education Award, Public Service Award

Volunteer Award Category (Presented only to The Arc Montgomery County volunteers)
Youth Volunteer of the Year, Volunteer of the Year, Board Member of the Year

Staff Award Category (Presented only to The Arc Montgomery County staff)
Direct Support Professional Employee of the Year (one from each program division plus one from Administration/Management), Rising Star Award, Distinguished Service Award
Thank You for Supporting The Arc Montgomery County!

These individuals and organizations generously donated from October 1, 2018-March 31, 2019.


**Tributes**

**Honorary Gifts**
Lisa DiMonte • Sammie Flowe • Tracy & Margaret Mulligan • Kim Njowusi

**Memorial Gifts**
Naomi Cyr • Amy Dawson • Tara Dushid • Fred Ederer • Edith Hayman • Lillian Kline • Edwin Langrall • Karla Lombardi • Carl Osborne • George Rubenstein • Michael Segreti • Barbara Sincoff • John Slavcove, Jr. • Jean Stringham
We Promote a Culture of Quality, providing excellent support services which allow a person to live the life he or she chooses.

We approach everything we do with a person-centered vision: we see the individual and respect each person’s autonomy and right to make choices.

We focus on effective communication so families and people supported understand the services we provide.

We strive to understand the needs of our community and work to diversify our services to meet those needs.

We Create a Culture of Innovation and respond to changing needs with new and creative approaches.

We are driven to find new ways to move toward fully inclusive environments where meaningful engagement occurs.

We utilize Assistive Technology to meet the needs of, enhance the lives of, and create opportunities for the people we support.

We are reaching out to new people and populations who would benefit from our quality services.

We will Become the Employer of Choice, where employees feel valued and appreciated, and believe they are contributing in a way that changes people’s lives.

We believe that our employees effect positive change in people’s lives.

We recruit qualified, dedicated staff and we offer competitive compensation and benefits packages.

We will invest in our staff by offering top-notch training, leadership opportunities, and a career ladder for advancement.

Our mission is to connect people of all ages and abilities with their communities to build inclusive and fulfilling lives.
FY 2020 SLATE OF NOMINATIONS
The Arc Montgomery County’s Board of Directors is composed of people from all walks of life who are passionate about changing perceptions and eliminating barriers for people with disabilities. Each applicant is vetted by the Governance Committee and a single slate is presented to the membership for election annually. The FY 2020 Board of Directors slate will be voted upon at the membership meeting on Wednesday, June 26, 2019. Voting will be restricted to current members of The Arc Montgomery County. The proposed slate is below; additional biographical information for each candidate is available on our website.

Officers
President–Stephanie Katz, Vice President–Raymond Davidson, Treasurer–Mark Rittenberg, Secretary–Philip Golrick, Past President–Karen O’Connor (non-elected)

Members
Constance Battle, Clifton Clay, Ramenta Cottrell, Kathy Ghiladi, John Gould, Aileen O’Hare, Ben Lopez, John Olenick, Bart Stringham, and Michael Tadesse.

Applications for service on our Board of Directors or Board Committees are accepted at any time, and new members may be appointed throughout the year. Experience with disabilities is not required.

FAREWELL TO NEBEL STREET
After more than 30 years at Nebel Street, The Arc Montgomery County Headquarters will open in a new location this summer. We’re excited to start fresh in a fully-accessible building on the bus line, with plenty of parking for our staff and visitors.

All divisions and departments will be under one roof, with our KFICCC and After All programs and Urban Thrift store remaining in their current community locations. Stay tuned as we move to 7362 Calhoun Place in Rockville!

NEW YOUNG PROFESSIONALS NETWORKING GROUP
Would you (or someone you know) enjoy meeting like-minded young professionals in their 20’s and 30’s to share networking, social, service and educational opportunities? Do you look forward to the occasional weekday Happy Hour?

The Arc Montgomery County is launching FIRE!, our new young professionals networking group, with a kickoff happy hour at Denizens Brewing on Wednesday, June 5, 6-8 pm. Join us for light bar snacks and beer or wine, and then stay for the fun and networking. The first round of drinks is on us!

FIRE! stands for Friends of Inclusion, Respect and Engagement. We envision a dynamic group dedicated to creating community around these values. We’re looking for young professionals who are eager to get in on the ground floor of this effort and become leaders in refining and executing the vision moving forward.

The FIRE! Kickoff Happy Hour is free, but registration is required. Register at TheArcMontgomeryCounty.org > Where To Connect > FIRE and feel free to bring a friend! For more information, contact Doug Gaddis at DougG@arcmontmd.org or 301.984.5777 x1244.

ARE YOU "IN THE KNOW?"
Only if you’re following along on our social media! Our Facebook, Instagram and Twitter feeds are the best and most current source of information about what’s happening at The Arc Montgomery County.

Twitter @TheArcMC
Instagram @TheArcMontgomeryCounty
Facebook @TheArcMontgomeryCounty
YouTube @TheArcMontgomery
LinkedIn @Company/TheArcMontgomeryCounty
Profiles of Exceptional Staff

Ed Stewart
Support Professional
Vocational & Day Services

Annia Nero
Substitute Teacher Assistant
Children & Youth Services

Hannah Weah
Residential Support Staff
Community Living Services

John Winkelman
Support Services Counselor
Family & Community Services

How long have you worked at The Arc Montgomery County?
For 27 years.  
For 3 years.  
For 15 years.  
For a year and a half.

What inspired you to work in the field of developmental disabilities?
Meeting, working with, and learning how to support individuals of different abilities. I enjoy teaching and seeing individuals succeed in their jobs and activities. 
I’ve been inspired by gaining new experiences. Working with children who have special needs has taught me that, no matter who you are, you should embrace yourself.  
I love and care for people, and also I like to help people.  
I like working with and helping people. I have worked with people with developmental disabilities before and continue to find it rewarding.

What has been your greatest challenge at The Arc Montgomery County?
Overcoming the lack of knowledge the general public has about interacting with individuals with different abilities.  
Working with different age groups from smaller children to older children and having to change my approach for those differences.  
My greatest challenge is just the day to day working with people with developmental disabilities. I stay flexible.  
Getting over the idea that individuals should act or behave in a certain way. Instead, I try to just be with them and let them be themselves.

What has been your greatest success at The Arc Montgomery County?
Helping the individuals I have supported achieve success in their jobs.  
This job has taught me that I can approach any situation and care for a child of any ability—I have the necessary skills to do that.  
My biggest success is that I have learned to be with people that need people to love them.  
I feel that I’ve made a difference in the lives of the individuals I support. I feel like an important part of their lives.

What have you learned since starting work with The Arc Montgomery County?
How important it is to treat everyone with respect, giving them the opportunity to show their skills.  
I’ve learned that patience is the key to most situations.  
I have learned to care for the people who need me the most.  
I’ve learned to be more patient and understanding of the challenges many individuals face.

What advice would you give to a new staff member?
Never underestimate anyone. Keep an open mind and respect everyone’s rights.  
Learn about the children. Have patience with them. Also, just have fun learning new things with them.  
They should learn to love and care for those that they work with.  
Get to know the individuals you work with, be a good listener, learn what they like to do, and be respectful.

What would other people be surprised to learn about you?
I’m a college basketball fanatic and a huge Duke fan.  
I come from a large family and am one of 14 children.  
They would be surprised to learn that I like to cook.  
I’ve taught tennis to adults and children for many years.
LEGISLATIVE WRAP-UP  
Adapted from The Arc Maryland

For the 2019 Maryland legislative session, The Arc Montgomery County focused on recruiting and supporting new advocates. We took 14 people to Developmental Disabilities Day (below), and tapped a Direct Support Professional to testify in support of the Fight for $15 minimum wage bill. We hosted a letter-writing campaign and engaged families, staff and members of our Public Policy Committee in making calls and attending rallies.

The biggest news for community providers like The Arc during this session was the Fight for $15 (HB0166/SB280), a bill to raise the Maryland minimum wage to $15 per hour incrementally over the next several years. Much of our advocacy centered around ensuring adequate funding for DDA providers. DDA rates are set by the state and the cost of providing services cannot be passed onto the recipient of services, often leaving a large “unfunded” gap. In addition, the skill set required of Direct Support Professionals is significantly more complex than is required for other minimum wage jobs, so we advocated to keep our DSP wages 25% above minimum wage.

On March 20, a Conference Committee returned their report and the Fight for $15 bill passed through both chambers with a flat 4% increase to DD Services each year from FY21 to FY26 as the minimum wage increases in Maryland from $10.10 an hour to $15 an hour. Unfortunately, these funding levels are not enough to maintain our footing as the minimum wage goes up in Maryland and we are disappointed in this outcome.

It is important to recognize that we had incredible advocates (including from Montgomery County) in both the House and the Senate who worked tirelessly to get our funding restored and were partially successful. We will continue to build our relationships with lawmakers and other partners, as we continue our education and advocacy to ensure people with disabilities and their families have the quality supports they need to live, learn and work in their communities.

A bill known as the End-of-Life Option Act (HB0399/SB0311) met an unprecedented and emotional outcome this session. Narrowly passing in the House chamber, the bill failed in the Senate on a tie vote of 23-23 with one Senator abstaining from the vote. In previous years when the bill was introduced, it did not make it past the House chamber.

Thank you to all who testified, contacted and met with legislators, wrote letters, came to action events, attended committee meetings, and in general, provided such amazing support throughout the session. Your voices mattered!

Calendar of Events
May-October, 2019

Holidays-Offices Closed
Monday, May 27
Thursday, July 4
Monday, September 2

Tools for School
Wednesday, May 1

“May the Fourth Be With You”
Children & Youth Services Fundraising Event
Saturday, May 4

Transition Times
Wednesday, May 15
Wednesday, June 5

FIRE! Kickoff Happy Hour
(young professionals networking group)
Wednesday, June 5

STAND Together Open House
(self-advocates)
Saturday, May 4

Community, Staff & Volunteer Awards Reception
Wednesday, June 26

Membership Meeting
with Board Election
Wednesday, June 26

Volunteer Orientation
Sunday, May 19
Friday, June 7
Tuesday, June 11
Friday, July 12
Friday, September 6
Friday, October 4

Halloween Gala
Friday, October 25

Detailed information for all events, including location and registration, is available at www.TheArcMontgomeryCounty.org
The Arc
Montgomery County
11600 Nebel Street, Rockville, MD 20852
301.984.5777
www.thearcmontgomerycounty.org

What’s Inside?
- New Mission & Goals
- Headquarters Move
- Exceptional Staff Profiles
- Legislative Wrap-Up

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OPEN Mon-Fri 11 am-6 pm | Sat 10 am-7 pm | Sun 12-4 pm

All profit benefits The Arc Montgomery County, connecting people of all ages and abilities with their communities to build inclusive and fulfilling lives.