

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

  
**The Arc.**  
Montgomery County

# *impact!*

**2019 ANNUAL REPORT**



# Impressive Numbers!

WE  
CONNECT  
PEOPLE.

**1** NEW Family Day Picnic For All Employees and Their Families

**6** Staff & Volunteers Honored By The Arc Maryland for Outstanding Service

**60** People Celebrated Passover With an Inclusive, Accommodated Seder

**225** Caregivers Attended the 2019 Respite Resource Fair

**540** Combined Years of Service Recognized at the Tenure Celebration

**1,000%** #ADayintheLife Social Media Blitz Reach Increase

**1,987** Respite Requests Received to Support Primary Caregivers of Frail Seniors and Children/Adults with Disabilities

We Connect  
People



## *We Promote a Culture of Quality*

providing excellent support services which allow a person to live the life he or she chooses.



Quality can be hard to define, but most people know it when they see it. For The Arc, quality is focusing on person-centered service delivery from well-trained staff in safe, inclusive environments. It means seeing each person as an individual and respecting his or her autonomy and right to make choices. It includes effective communication with families and people supported, so everyone has a shared understanding of the needs of the person and the services provided.

A culture of quality should go far beyond this definition to truly help people live fulfilling lives, engaged with and supported by family, friends and other people in their community. It calls for fostering meaningful interactions and relationships between people with and without disabilities, and allowing for calculated risks as part of personal growth. It recognizes change as ongoing and necessary for full inclusion. And it encompasses integrity for employees, who must carry out their work with the highest standards of personal behavior, professionalism and respect.



Like other human services organizations, The Arc Montgomery County continues to face critical staff shortages. The work is challenging and the hours are long, but the intrinsic rewards are tremendous. The FY19 focus was on reducing staff turnover and finding creative ways to increase employee satisfaction and engagement. Leadership opportunities and career ladders were implemented, and more employees were submitted for state and local recognitions, including one Direct Support Professional who received a Governor's Citation (above).

## *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.



Also new for FY19 was a Family Day Picnic, where all employees could bring their families and enjoy an afternoon filled with good food and good fun. Staff indicated a desire to connect their home families with their work families, and they wanted an opportunity to socialize together outside of the work environment.

At the annual Tenure Recognition Ceremony, 42 employees were honored, six of whom each had 25 or more years of service to the organization. Employees are recognized in five-year increments and invited to an evening reception with their guests.





# HALLOWEEN GALA 2018

BENEFITTING THE ARC MONTGOMERY COUNTY

From Superheroes to Super Mario—we had them all at our annual gala! Over 230 people gathered in costume to enjoy some spooky fun, helping us to raise \$118,065 for our programs. We are especially grateful to our Presenting Sponsor, **The Insurance Exchange, Inc.**





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**We Connect  
People**

## *We Promote a Culture of Quality*

providing excellent support services which allow a person to live the life he or she chooses.



Children are not born knowing that people are different; it is something they learn. By having positive, enriching experiences early in their lives, children learn that different is good and interesting. Sharing a popsicle, or a book, or a pretend boat ride encourages communication, socialization, negotiation, and other important life skills for everyone.

At Maryland's only fully-inclusive child care center, children with and without disabilities and special medical needs play, grow, learn and explore together in every classroom. Accommodations are made to ensure that every child enrolled at KFICCC has the opportunity to thrive.

Children learn that anyone can be a friend and that friends think, look and act differently. They don't see "special needs." They just see their friends and value them for what they add to their group.





**We Connect  
People**



**RELIAS**  
LEARNING

*We Create a Culture of innovation*

and respond to changing needs with new and creative approaches.

Technology is everywhere, and the opportunities for enhanced independence it provides to people with disabilities are exciting. There are applications which help people travel to/from work and school, and assistive technology which allows someone to access the world even if they have difficulty seeing, hearing or speaking.



However, innovation doesn't mean just technology. It is also how people engage with the world around them. Personal Outcome Measure interviews can teach us about the needs and wants of people supported. Electronic recordkeeping allows us to quickly file and access large volumes of data from almost anywhere. Online learning software allows us to train our staff more effectively, efficiently and consistently.

All of these innovative ideas support our goal of becoming a stronger organization which does a great job connecting people with their communities.



# Financials

## FY19 REVENUE: \$26,459,142



- 67% Federal Funding
- 1% Thrift Store
- 1% Donations
- 1% Other Revenue
- 14% Program Fees
- 16% County Funding

## FY19 EXPENSES: \$27,164,284



- 72% Wages & Benefits
- 11% Consulting Fees & Contract Staff
- 8% Occupancy Cost
- 3% Transportation
- 2% Food & Supplies
- 4% Other Expenses

## FY19 COST ALLOCATION:

*By Division*



- 54% Inclusive Living Services
- 21% Employment & Meaningful Day Services
- 15% Administration
- 9% Children & Youth Services
- 1% Business Services

# Services + Support

## For People of All Ages & Abilities

### Adults

Community Living  
Employment  
Meaningful Day  
Personal Supports  
Respite Coordination  
STAND Together  
Advocacy Group

### Children & Youth

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

### Seniors

Respite Coordination

### Families

Resources & Referrals  
SibShops  
Student Service Learning  
Tools for School Workshops  
Transition Times Workshops  
Urban Thrift

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## Workplace Campaigns

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

America's Charities	Maryland Charity Campaign
The Benevity Community Impact Fund	SunTrust United Way Campaign
Combined Federal Campaign of the National Capital Area	Truist
D.C. Courts United Way Campaign	United Way of Central Maryland
IBM Employee Charitable Contribution Campaign	United Way of Greater Philadelphia & Southern New Jersey
International Brotherhood of Electrical Workers United Way Campaign	United Way of the National Capital Area
Lenovo Employees Care Campaign	World Bank Community Connections Fund
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