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



# impact!

### 2019 ANNUAL REPORT









## Impressive Numbers!

NEW Family Day Picnic For All Employees and Their Families

Staff & Volunteers Honored By The Arc Maryland for Outstanding Service

People Celebrated Passover With an Inclusive, Accommodated Seder

225 Caregivers Attended the 2019 Respite Resource Fair

Combined Years of Service Recognized at the Tenure Celebration

1,000% so

#ADayintheLife Social Media Blitz Reach Increase

1,987

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













where employees feel valued and appreciated, and believe they are contributing in a way that changes people's lives.





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).



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 quests.







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11



## We Promote a Culture of Quality

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











## 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

**Donations** 

Other Revenue

14% Program Fees

16% County Funding



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

72% Wages & Benefits

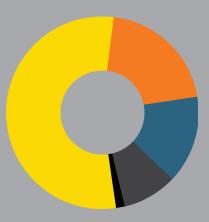
11% Consulting Fees & Contract Staff

**Occupancy Cost** 

**Transportation** 

Food & Supplies

Other Expenses



#### **FY19 COST ALLOCATION:**

**54% Inclusive Living Services** 

21% Employment & Meaningful **Day Services** 

15% Administration

Children & Youth Services

**Business Services** 

## Services + Support

#### For People of All Ages & Abilities

#### **Adults**

**Community Living Employment** Meaningful Day **Personal Supports Respite Coordination** 

Seniors **STAND Together** Advocacy Group

#### **Children & Youth**

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

**Respite Coordination** 

#### **Families**

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

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

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