

**Live.  
Work.  
Play.  
Thrive.**

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**2019** ANNUAL REPORT

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**We promote respect, create opportunities, facilitate services, and advocate for equal rights for all people with intellectual and developmental disabilities.**



**“We are committed to matching people with tailored living options, reflecting their personality and lifestyle.”**



## Letter from Our CEO

Each year we bring together the stories and information that illustrate both how and why The Arc exists. Inside, you'll read the stories of people like Kristin and Justin who have taken charge of their future, have put in the hard work, and are realizing their dreams. They are making the life they envisioned for themselves a reality. Justin and Kristin's stories help illustrate the work of The Arc for everyone we serve.

We are the facilitators, the resource connectors, and the Chief Confidence Builders for the people we support.

One year ago, we launched a robust strategic plan centered around our desire to radically challenge the status quo for people with intellectual and developmental disabilities. Having choice and control over our own lives is expected and celebrated. We work to develop that same expectation and celebration for people with a disability. We count as our most significant accomplishments the dreams achieved, the goals reached, and the personal

visions attained—not our own, but for the people we serve. We can only do the work we do because of our community: the people with a disability we support and their families, community partners, donors, and volunteers.

Because of you, The Arc's talented and dedicated team has the resources, energy, and connections to help bring the goals and dreams of people with intellectual and developmental disabilities to life.

Thank you.

**Jonathon Rondeau**  
Chief Executive Officer



# Making an Impact on the Way People Live Their Lives

## Exceeding Your Goals

"I never thought I'd be able to have this kind of life." Justin White is a Receptionist and Building Concierge for The Arc. You'll find him answering phones, helping visitors get connected to the right staff person, and ensuring supplies are readily available. Justin likens his job to solving puzzles.

The Arc first supported Justin in Project SEARCH program, a one-year immersive internship for young people with intellectual and developmental disabilities. A year later, he joined our Development program, where

Employment Advisors helped Justin set and achieve his career goals.

Justin's expectations and dreams have eclipsed what he at first thought possible when graduating high school. Says Justin, "if you told me I'd be taking a Lyft to a full-time job where I help people every day, I would not have believed you. The Arc showed me how to make all this possible."

And Justin's just getting started on setting goals for himself that he used to think weren't possible. What's next for Justin? "My next goal is to learn about saving money and investing."

## Middle School Sweethearts Celebrating Their Love

Sweethearts since middle school, Marjorie and Larry recently celebrated their 11th anniversary with a trip to Medieval Times. Larry and Marjorie enjoy bowling with friends and love watching wrestling - but disagree on who's the best wrestler. Marjorie favors John Cena, and Larry prefers The Rock. Both credit The Arc with helping them enjoy the life they envisioned for themselves as a married couple. "It's important," says Marjorie, "to have someone you talk to and share things together." They agree that being married is something everyone should have the right to experience. And so do we at The Arc.

Marjorie and Larry live in an Arc-supported home. Their Team Leader/Direct Support Professional, Donna Sawyer, helps them with running the household, budgeting, shopping, and planning activities. Larry notes that not everyone thinks that people with a disability can get married, but not The Arc. "The Arc is there for us. I can tell you that."





**Take advantage of The Arc's resources. Don't limit your business with preconceived notions; your business will be better for it.**

## Creating a Culture of Diversity and Inclusion

Starbucks commits to fostering a community of awareness, inclusion, and accessibility, and it shows with managers like Glenn. "At Starbucks, creating a culture of diversity and inclusion where everyone is welcome is part of our mission."

While Glenn was focusing on creating a culture of inclusion, The Arc was working with Kristin on her employment goals. Kristin, who had a long commute to another town, wanted to work closer to home but still in the hospitality industry. With support from The Arc, Kristin was hired by Glenn and went from commuting over an hour each day to working in her community, developing local friendships, and enhancing the customer experience for Starbucks. Her favorite part of the job? "Brewing coffee and working with the Starbucks team."

Glenn credits The Arc with helping him achieve increased workplace inclusion. "In over fourteen

years and 21 stores, Kristin is the first person I've hired who has a Job Coach. I'm kicking myself for missing out on talent like Kristin's."

The Arc helps people with a disability in their job search from the application process, to building new skills, and preparing for interviews. We also help businesses understand and feel confident in hiring people with a disability. The Arc facilitates employment success with onboarding assistance, on-the-job coaching, and ongoing support as needed.

Says Glenn, "I am so thankful to The Arc for believing in my team and me, and allowing us to share in the sheer joy that is workplace inclusion. If I could give other businesses a tip, I'd say to challenge the status quo. Take advantage of The Arc's resources. Don't limit your business with preconceived notions; your business will be better for it."



## Embracing Independence

One of the biggest hurdles to employment for people with a disability is transportation. To remove that hurdle, The Arc has a team of specialists who put together accessible solutions so the people we support can achieve their employment goals. Those solutions can include taxi vouchers, public transit, rideshare such as Uber, and paratransit, such as Mobility.

Each person's transportation needs are individually evaluated. Once the best approach is determined, that form of transportation is practiced until everyone is confident with the

process, family members included. Using rideshare, Direct Support Professionals teach how to download and use the app, confirm the license plate and driver's name match the ride details, and what to do if your driver gets lost. Direct Support Professionals join in practice rides and will follow behind in a different vehicle on that crucial first solo ride. Using mirroring and role-playing, Direct Support Professionals help the people we support become successful users of available transportation options and technology.



Aidan's mom was sure that therapeutic riding could help her son, but there was a gap between what she could afford and the cost of the riding program. Never one to give up, she found the solution with The Arc's Family Fund.

Because we know there are incredibly effective therapies, equipment, respite, and learning opportunities not fully covered by insurance and often out of reach financially, we developed the Family Fund. A grant program that supports these opportunities that are often out of reach financially, the Family Fund helps to fill the gaps in accessing quality of life enrichment needs for youth under the age of 21.

Recently, Aidan's mom shared his story of success with us after receiving the grant. She shared that since Aidan had begun riding and caring for horses at the farm, she noticed tremendous growth in him physically and mentally. His self-esteem and self-confidence increased; he's physically stronger and gaining independence. "I have neighbors, and it seems like all their kids have a thing. They play baseball, or they ride bikes. Well, this is Aidan's thing. For just a brief moment, his disability goes away, and that is huge. You can't put a price on that."



# Get Involved

At The Arc, we have seen what happens when a family has access to resources, when people live where and how they choose, and when workers earn competitive wages in jobs that value their skills and abilities. By supporting one of The Arc’s signature events, your gift will go where it makes the biggest difference, meeting urgent needs that might otherwise go unmet. **When you support The Arc, you change lives, families, and communities.**

## Annual Events

The Arc Central Chesapeake Region holds events each year that either raise funds through donations and sponsorships, recognizes important partners, or educates.

-  Pull! for The Arc Clayshoot Classic 2018 - \$28,855
-  Vine Arts 2018 - \$10,933
-  Tee it Up for The Arc Golf Tournament 2019 - \$71,201



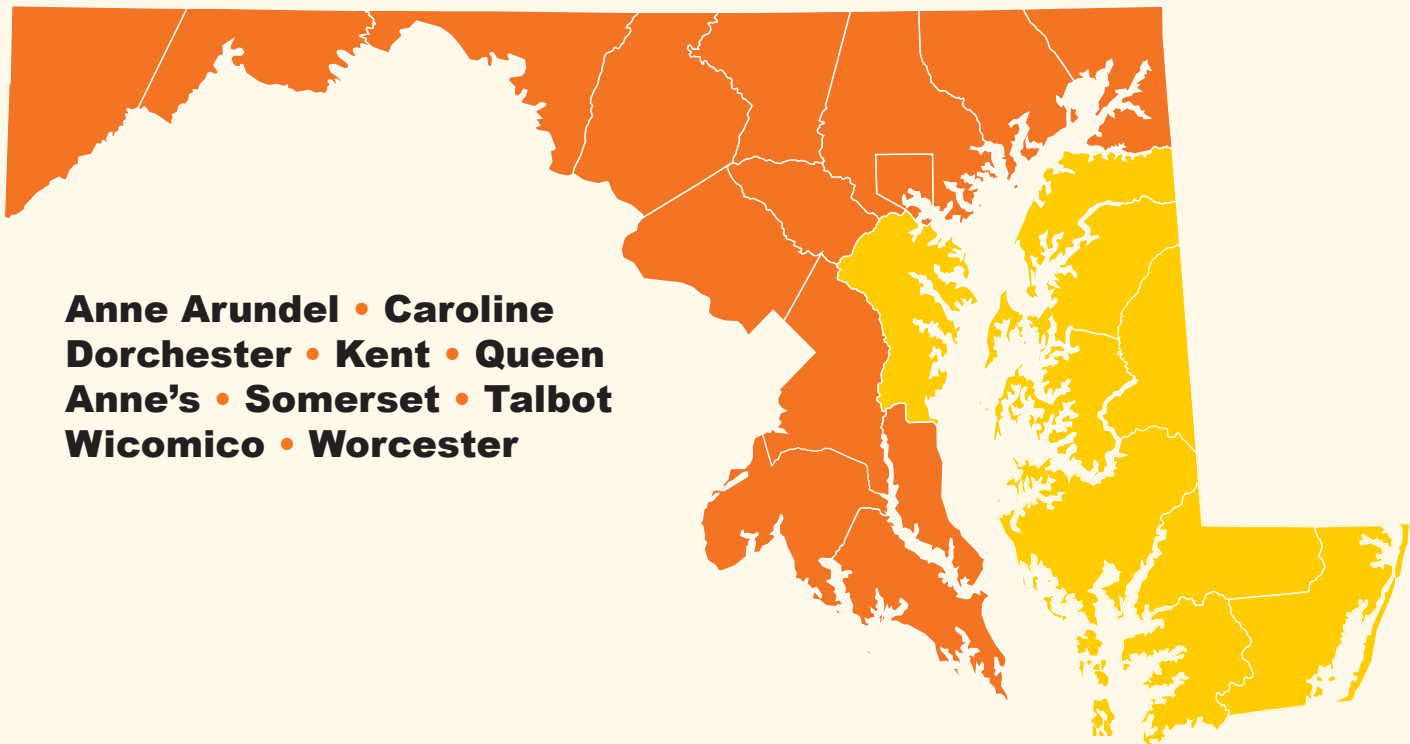
## Upcoming 2020 Events

<b>JAN 25</b> Snowflake Ball 📍 The DoubleTree by Hilton	<b>MAY 04</b> Tee it Up for The Arc 📍 The Golf Club at South River	<b>MAY 20</b> Celebration Impact 📍 Chesapeake Bay Beach Club
<b>JUN 27</b> Tap the Shore 📍 Tidewater Inn	<b>SEP 20</b> Pull! for The Arc 📍 The Point at Pintail	Questions or interested in sponsoring an event? Contact <a href="mailto:events@thearcCCR.org">events@thearcCCR.org</a> or 410.384.4072

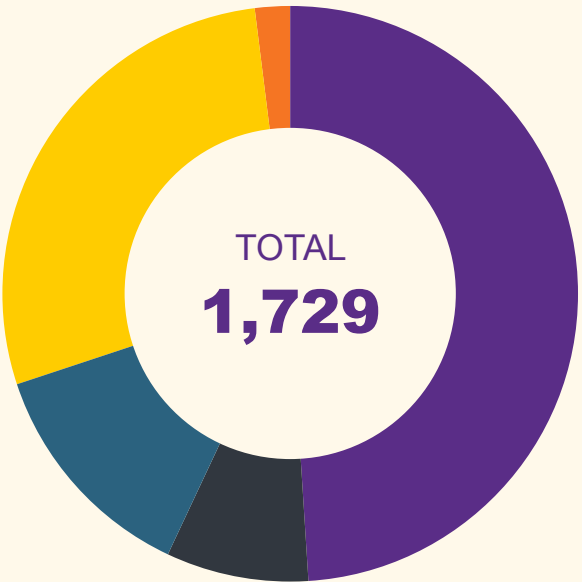
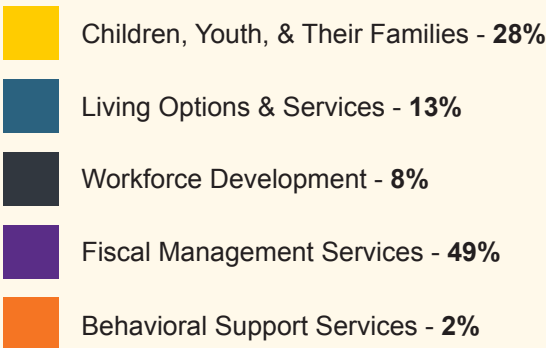


# Our Impact

The Arc is proud to serve children and adults with intellectual and developmental disabilities and their families in Anne Arundel County and the Eastern Shore of Maryland.



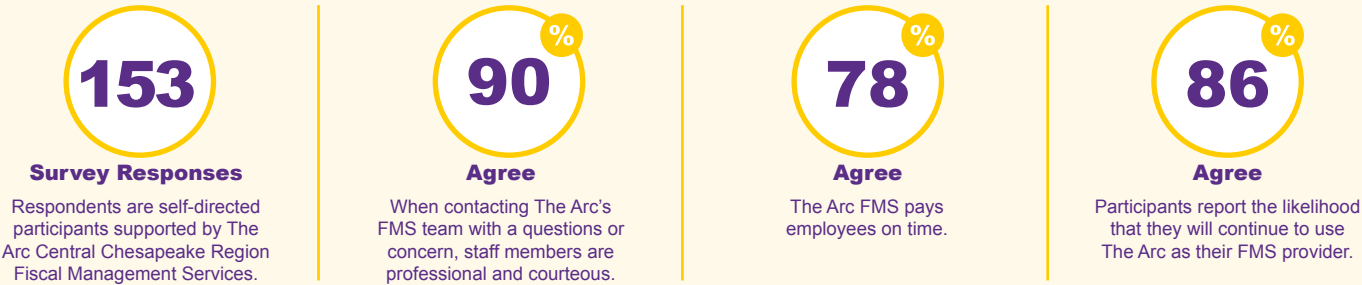
## Total Number of People Impacted through Arc Services: 1,729



### Workforce Development



### FMS Participant Satisfaction



### Family Fund



### Living Options & Services





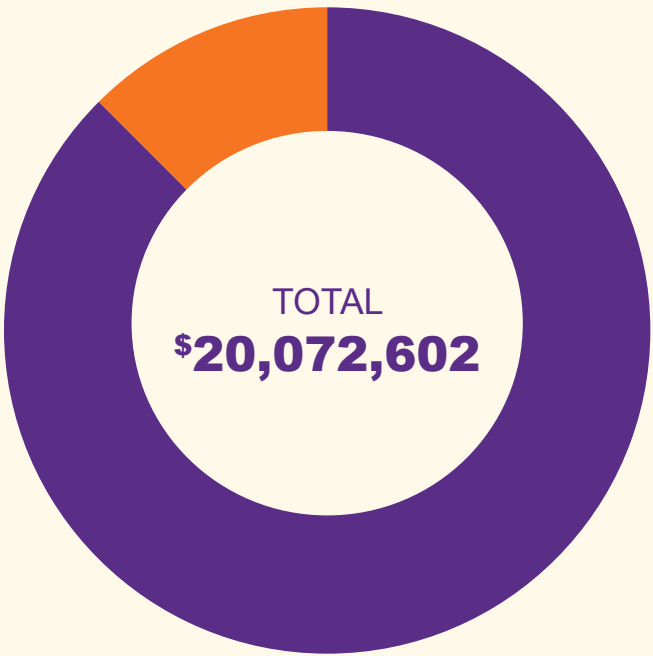
# Our Financials

Transparency and accountability underpin our work at The Arc. A healthy and sustainable financial footing helps us keep our commitment to people with intellectual and developmental disabilities and to our community whose support inspires us to do more. Our full audited financials and most recent 990 can be found at [www.thearcccr.org](http://www.thearcccr.org).

## Revenues, Gains, & other Support

Full audited financials and most recent 990 for the fiscal year ending June 30, 2019, can be found at [www.thearcccr.org](http://www.thearcccr.org).

- DDA & Government Grants - 87.5%
- Fundraising - 12.5%

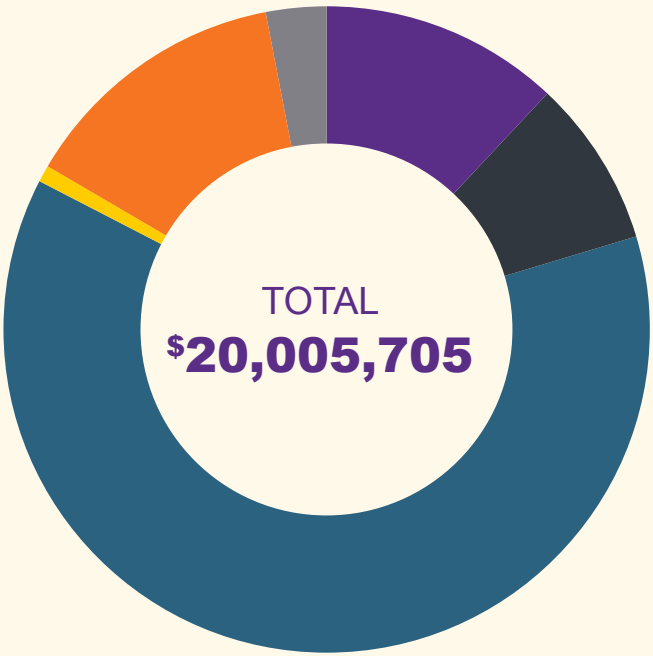


## Expenses

Consolidated Statement of Financial Position  
July 1, 2018 - June 30, 2019

- Fiscal Management Services\* - 12%
- Workforce Development - 8.4%
- Living Options & Services - 62.2%
- Children, Youth, & Their Families - 0.8%
- Management & General - 13.6%
- Fundraising - 3%

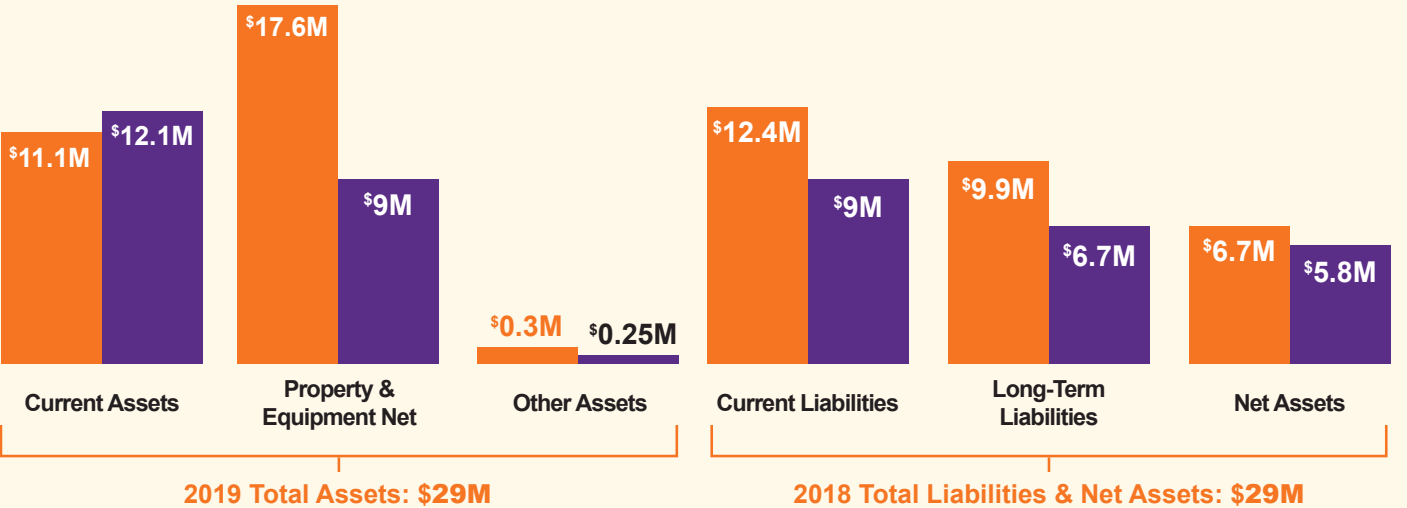
*\*Revenue and Expenses do not include payments made by The Arc on behalf of Fiscal Management Services participants.*



## Assets & Liabilities

Consolidated Statement of Financial Position  
July 1, 2018 - June 30, 2019

2019 2018



# Our Donors

## DIVERSITY (\$50,000 and above)

Anne Arundel County  
Department of Aging and  
Disabilities

## INCLUSION (\$10,000-\$24,999)

Tara Clifford  
The Arc Maryland

## PEOPLE FIRST (\$5,000-\$9,999)

ALCO Pharmacy  
Anonymous Donors  
BGC / G&G  
Bowen Foundation for Autism  
Dimensional Health Care  
Associates  
Exelon Foundation  
Iliff, Meredith, Wildberger,  
& Brennan  
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TKF Foundation

## SELF-DETERMINATION (\$2,500-\$4,999)

Bagley & Rhody, P.C.  
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Bill & Elaine Phillips  
Corvette Annapolis  
David & Carol Rosenthal  
Goldin Group  
Jalopyrama Hot Rod Show  
Javier Goldin  
Katherine Stierhoff  
Kelly Benefits  
Kim Curry  
Kim Herman  
Lee Stierhoff  
Level One Architects  
Liff, Walsh & Simmons  
St. Margaret's Church  
The Bank of Glen Burnie

## OPPORTUNITY (\$1,500-\$2,499)

Benkovich Orthodontics  
Chaney Enterprises  
Chuy's Tex Mex - Annapolis  
Harbor Roofing & Contracting  
Hartman Executive Advisors  
Laura Austin  
Maryland Iron  
Michele Tharp  
Mullen, Sondberg, Wimbish  
& Stone

PNC Bank  
Rotary Club of Annapolis  
The Bancorp Bank

## LEADERS (\$1,000-\$1,499)

Annapolis Fine Property  
Atlantic Biomedical  
ClimateCare HVAC Services  
Coldwell Banker  
Elite Sheet Metal Works  
Fusco Family Foundation  
Howard Tech Advisors  
JLR Design Consultants  
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Kelly Benefits & Financial  
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Rebecca White  
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Michelle Butler  
Michelle Heverly  
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Pamela Lewnes  
Paul Childress  
Phillip Russell  
Rick Brady  
Robert Zier  
Sam & Melissa Trimble  
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Marina & Spa  
Robin & Sara Gray  
Stan & Joe's Saloon  
Stan & Lori Platek  
Stark McLaughlin  
Stefanie Neubert  
Stem 2 Stern Boat Finishes  
Stephan Kurylas  
Steve Smollon  
Susan Picard  
The Golf Club At South River

Therese Hessler  
Tom Lindsay, Jr.  
Wardell Bernhardt  
Will & Jessica Sauers  
Xiao Yang

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Christina Kunowsky  
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Danielle Doetsch  
Darlene Moffett  
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David & Judy Plott  
David Fowler  
David White  
Desmond Langston  
Dominique Pichard  
Edgewater Liquors  
Elizabeth Olaitan  
Elizabeth Sherwood  
Emily Creighton  
Eric Waterman  
Erik Read  
Fallon Burgess  
Fisherman's Inn  
Gayle O'Callaghan  
Gayle Staiger  
Gina Servede  
Glory Days Grill - Edgewater  
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Great Frogs Winery  
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Gregory Ferra  
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Facial Spa - Annapolis  
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Holly Willis  
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Janet McQuirter  
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Edgewater  
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Val Morrison  
Washington Capitals Charities  
Watermark  
Wes Campbell  
William Dusold  
William Hollis, III  
Yellowfin Steak & Fish House  
Yinching Lee

~ = Arc Staff, \* = Arc Board, 🏠 = CN Board

Thank you to our donors who provided financial support from July 1, 2018 – June 30, 2019. We have made every effort to be as accurate as possible in compiling our list of donors. If your name or business has been listed incorrectly or omitted, please contact our Development Office and accept our very sincere apologies.

# Our Leadership

## Board of Directors

**Laura Austin, *President***

Retired – Anne Arundel County  
Public Schools

**Michele Tharp, *Vice-President***

PNC Bank

**Rich Donoho, *Treasurer***

Retired - Computer Systems  
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**Kathy Creighton, *Secretary***

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**Steve Brennan, *Past President***

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Chesapeake Region

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**William C. Hollis III**

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Retired – Banking

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M&T Bank

## Executive Leadership

**Jonathon Rondeau**

Chief Executive Officer

**Matt Morgan**

Chief Program Officer

**Christine Larsen**

Chief Strategy Officer

**Becky Peter**

Chief Financial Officer

**Cindy Lindgren**

Senior Director of  
Person Centered Initiatives

**Shannon Ross**

Senior Director of  
People & Culture

*Listing of board members and executive leadership is effective as  
of publication date.*





## Impacting People's Lives: Positively. Productively. Professionally.

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Together, we can do so much more.  
You too can empower people with  
disabilities to recognize their potential  
and realize their dreams.

**DONATE today.** When you give, you will help children and adults with disabilities, and their families, live, work, play, and thrive. At The Arc, we have seen what happens when a family has access to resources, when people live where and how they choose, and when workers earn competitive wages in jobs that value their skills and abilities.

**PARTNER with us.** Be a corporate partner to make an impact through opportunities by hosting an event at your organization, get involved in our workforce development, or sponsor an event.

**LIKE us on our social media platforms** to stay up to date on our latest news, photos, and videos.

**EMPLOY our workforce.** Hiring people with a disability makes excellent business sense. The Arc is committed to helping businesses build an inclusive workforce, one that leaves behind old limiting beliefs and embraces a culture of opportunity.

For more ways to get involved, email us at [development@thearc.org](mailto:development@thearc.org) or call us at 410.384.4072.



**thearcccr.org**

**t 410.269.1883 | f 410.384.4015**

**Headquarters &  
Program Operations**

1332 Donald Ave  
Severn, MD 21144

**Annapolis  
Regional Office**

931 Spa Road  
Annapolis, MD 21401

**Eastern Shore  
Regional Office**

8626 Brooks Drive, Unit 306  
Easton, MD 21601

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*Connect, follow, and have a conversation with us.*



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The Arc Central  
Chesapeake Region

