For more than 65 years, The Arc Northern Chesapeake Region (The Arc NCR) has helped people with intellectual and developmental disabilities to live, work and play in Harford and Cecil Counties.

OUR MISSION

The Arc NCR empowers people with differing abilities to live, work and play in the community.

OUR VISION

A world where people with differing abilities lead personally valued lives.

OUR TAGLINE

Advocate. Educate. Participate.

OUR NAME

Our name is “The Arc Northern Chesapeake Region,” or “The Arc NCR,” for short.

The correct use of our name means a lot. It represents supporting people with differing abilities over the arc of their lifetime. It means the only “r” word we use is “respect.”
The Arc NCR currently supports more than 345 individuals and provides the following services:

**COMMUNITY LIVING**
Provides individuals a home in the community where they receive supports from staff when needed. Individuals live independently or with roommates in apartments, townhomes or single family homes.

**SUPPORTED EMPLOYMENT & TRAINING**
The Arc NCR focuses on recruiting companies to hire supported individuals, provides job coaching and training on site and transportation to and from work. There are more than 90 employers in more than 12 industries in Harford County that hire people supported by The Arc NCR.

Also provides training to individuals currently seeking employment or who are underemployed. Individuals are trained in soft skills, including professionalism, business etiquette and communications. In addition, hard skills training is provided on site at several local businesses which has included learning opportunities in the hospitality, retail and nonprofit industries.

**COMMUNITY ENGAGEMENT ACTIVITIES**
Assists those who are semi-retired or between jobs to participate in a variety of activities such as part-time employment, taking classes, exercising at an athletic club or pursuing volunteerism.

**ADVOCACY**
The Arc NCR works to promote equal rights for all people, educates the community about issues affecting people with disabilities, and promotes inclusive social and recreational activities for people with disabilities.

**FAMILY SUPPORT SERVICES**
is designed to provide support to families of children with differing abilities living in the community. The program provides advocacy in obtaining and maneuvering community resources, resource information and referral and assistance locating funding resources.

**TREATMENT FOSTER CARE**
Provides safe, supportive homes for children with disabilities or behavioral diagnoses through foster care families.
Our History

In 1953, our organization was established by a group of parents seeking educational and vocational opportunities for their children with intellectual and developmental disabilities. Throughout the years, The Arc NCR changed from a school to focusing on employment, community living and engaging individuals with differing abilities in to community activities.

For a comprehensive listing of The Arc NCR’s historical background and milestones over the past 65 years, click here.
Shawn Kros, CEO

Shawn has more than 26 years of experience working in the nonprofit human services field, and is a nationally-recognized public speaker on social services issues. She received her Masters Degree in Social Work at the University of Nebraska, and is actively involved in multiple professional affiliations. She serves as Incoming President of the Maryland Association of Community Services, as the Chair of the Local Management Board and on the Maryland Council of Executives.

As CEO, her accomplishments include leading a comprehensive strategic plan which has stabilized the financial standing of The Arc NCR, realigned staff with their mission to empower people with differing abilities to live, work and play in the community, and increased community presence and overall productivity. Shawn was named a 2017 Most Admired CEO by The Daily Record. In 2018, she was named Most Influential Marylanders and Maryland’s Top 100 Women by The Daily Record and a Leader in Diversity by the Baltimore Business Journal.

Shawn strives to make The Arc NCR a role model for similar organizations operating at the national level, and a shining example of advocacy for people with differing abilities.

Kim Albert, Senior Director of Clinical Support Services

Kim has been working in human services with individuals with developmental disabilities, chronic and acute mental health issues and the elderly for 25 years. At The Arc NCR, her focus is the quality of support and mental well-being of supported individuals with differing abilities.

Kim has been a licensed clinical social worker for 15 years, providing individual therapy and behavioral supports. Her training and experience have focused on trauma and trauma-informed care. Since joining The Arc NCR, she has implemented training for staff and individuals on Julie Brown’s Skills System, a therapy training system to empower individuals and staff with tools to improve emotional regulation. Under the new Developmental Disabilities Administration (DDA) waiver, Albert will be able to expand the Behavioral Support Services provided at The Arc NCR within the next year.
Jamie Stoner, Director of Community & Family Supports

Jamie is an expert in Charting the LifeCourse and person-centered planning. She received her undergraduate degree in Psychology and her Masters of Business Administration from The University of Maryland University College.

Jamie represents Maryland on the state leadership team for the CoP Supporting Families, is a member of The Maryland State Special Education Advisory Committee, a member of The Harford County Youth Commission, as well as The Harford County Commission on Disabilities.

While working at The Arc NCR, Jamie has become a LifeCourse Ambassador for the National Community of Practice (CoP) supporting families. She is focused on honoring Person-Centered Planning, a process used to help people with differing abilities plan for their future, using Charting the LifeCourse tools. She has also been integral in increasing the number of people the organization has been able to support through her community outreach efforts.

James Phillips, Senior Director of Human Resources & Training

James is a leader in employee engagement and recognition, and has been in Human Resources for more than 10 years. James received his Bachelors in Business Administration from Old Dominion University and holds SPHR and SHRM-SCP certifications.

During his time with The Arc NCR, his focus has been on improving the employment experience for his employees and guiding the agency’s leadership on how to better motivate and engage their teams to fulfill the agency’s mission. This initiative has been directly correlated to a strategic initiative to improve the agency’s retention.

In 2017, James and his team implemented a Continuing Education Unit (CEU) program for the Direct Support Professionals (DSP’s) at The Arc NCR. The purpose of this program was to enhance the DSP’s knowledge and skills and increase their compensation by offering additional training opportunities such as online trainings and local specialized training. Other initiatives to support the learning and development culture include James’ enhancements to the onboarding and orientation, leading his team to create a peer training program, participating in personalized development plan meetings for staff and adding tuition reimbursement to the benefits offerings.

James’ mission as a Human Resources professional is to create positive, rewarding and challenging work environment and stand out as an employer of choice within the geographic area and industry.
Questions?

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