



2020 ANNUAL REPORT



Together We Are Better

About Us

Since 1953, The Arc Northern Chesapeake Region has helped people with differing abilities build better lives one person at a time. Supporting individuals and their families over, “The Arc of a Lifetime,” by empowering people with differing abilities to live, work and thrive in the community through the following services.

Community Living

Empowering people to live as independently as possible in a home of their own.

Community Partners

Building skills for independence in the community.

Employment Services

Matching the unique skills of job candidates with identified business needs.

Family Support Services

Offering a variety of personalized support to empower families and individuals to access available services.

Personal Supports

Connecting people with the community to achieve their personal goals.

Treatment Foster Care

Providing therapeutic foster homes to foster children from birth to age twenty-one.

Virtual Supports

Developed to continue programs and services that would otherwise have been unavailable due to the COVID-19 pandemic and the resulting needs for physical distancing.

The Arc NCR is a private, non-profit local chapter of The Arc Maryland and The Arc of the United States, the largest community-based organization devoted exclusively to improving the quality of life for all adults and children with developmental disabilities.

Support Listings

Due to the tremendous impact of the COVID-19 pandemic on our community, there was a significant change in the number of supports our organization was able to provide starting on March 13, 2020. The number of our supports decreased by 203 during this time and prompted the creation of our Virtual Supports program to allow individuals to connect through technology during the time of physical distancing. Below are the numbers of supports provided before March 13, 2020 and after that date as well.

Number of Supports Provided		
Program	July 1, 2019 — March 13, 2020	March 13, 2020 — June 30, 2020
Community Living	99	96
Community Partners	77	6
Employment Services	247	164
Family Support Services	243	272
Personal Supports	103	26
Treatment Foster Care	27	29
Totals	796	593

Number of Virtual Supports Between March 13 and June 30, 2020	
Community Partners	25
Employment Services	22
Personal Supports	10
Totals	57

Revenues & Expenses

FY 2020 Revenues

Revenue Source	Revenue Amount
Foundation Donation	\$162,372
Other	\$81,857
Grants and Contributions	\$2,370,292
Program Revenue	\$16,393,541
Total Revenues	\$19,008,062

FY 2020 Expenses

Expense Source	Expense Amount
Program Services	\$15,669,852
Management and General	\$2,303,070
Development	\$438,989
Total Expenses	\$18,411,911

Accomplishments



Sonjay, An Essential Worker

As our community entered into the COVID-19 pandemic, our Employment Services program took a hit. After supporting 247 individuals prior to March 13, 2020, the pandemic caused 83 supports to be temporarily discontinued. However, a number of businesses, such as Acadia Windows and Doors, remained open and continued to provide an essential service to the community. Sonjay, pictured to the left, rolled with the changes brought on by the pandemic and adjusted to the new safety protocols so that he could continue working as an essential employee. Employment Services is proud to support essential employees.

Cooking with Colleen

Colleen, pictured to the right, is always helpful and always looking to support those around her. When it comes to meal times for Colleen and her roommates, Colleen has been interested in helping with preparing the meals. Colleen set out to make it her goal to learn how to cook alongside staff and fully participate in the process. Supporting staff have sent in photos of her cooking in the kitchen and helping in each stage of preparing meals for her roommates and herself. These staff members are very proud of Colleen for the progress she is making with preparing meals and the fact that Colleen is staying true to who she is as a very kind and compassionate person.



Richard's Letter to the Editor

At 80 years young, and being used to a daily routine of being in-person with friends each day, Richard, pictured to the left, had a major adjustment to make in March 2020 when everything started going virtual. Even though his day changed greatly, and many struggled with the change, Richard was quick to adjust to The Arc NCR's new Virtual Supports program. And, not only was Richard quick to adjust, but he was also quick to make friends and help others adjust through his great sense of humor and relentlessly positive outlook on life. Richard even took the opportunity to write a letter to the editor at The Baltimore Sun about his experience with Virtual Supports.



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A Message from the CEO & President of the Governing Board

It is safe to say that 2020 did not end up being the year we had planned. While the year started on a positive note, in an instant, our plans changed dramatically. We began the year supporting the highest number of individuals, children, and families with intellectual and/or developmental disabilities since 1953. Team members were increasing the quality of services and outreach efforts to ensure more people in need were receiving supports. Our one-of-a-kind Training Institute partnership with Harford Community College and Water's Edge Events Center was beginning to develop. This project will provide people the opportunity to experience learning in a college like setting, including learning independent living skills.

Then, COVID-19 hit. The need to pivot was never so urgent. Many of our programs temporarily closed, while the Community Living program suddenly required 24/7 support. The Arc NCR's number one priority became the health and safety of the people we support and our team members. We went from providing 796 support services to 593. This drastic decline was and is still sobering. This decrease meant over 200 supports were not being provided to people who needed it. What would this mean for each person? What decreases in mental health and skill levels would we see in the future? With these concerns in mind, once The Arc NCR secured the proper PPE and adjusted protocols to CDC guidelines, the focus turned to finding new ways to support people at home. A brand-new Virtual Supports program launched, providing online supports in a way we never thought imaginable prior to COVID-19. The program supported 57 people to continue to learn, as well as provide social interaction with friends. It is also important to note that many of our programs rose to the occasion and figured out a way to help people most in need. I encourage you to read the stories of Sonjay, Colleen, and Richard in this report to hear success stories through this challenging year.

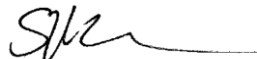
While we coped with the pandemic, we were also affected by the social inequities and racial division that lit the country on fire. The Arc NCR is a very diverse organization, with over 60% of team members being of ethnic decent. Our team was deeply impacted, and we decided to make a change. The Social Justice Committee was formed in June 2019, which consisted of people we support, team members, foster care parents and board members. While many of today's issues are dividing, our goal is to bring people together in making decisions that will help us grow as an organization and to be an example for our community. I have already seen change happening and continue to watch people open their minds to learning about other people's cultures and experiences.

While there is not enough room in this report for me to share all the lessons learned, I do want to thank our incredible team members, the people we support, and our board members. In a year that had more hard days than easy, they provided us with so many glimmers of hope and light that reminded us all why we do the work we do and how important it is to keep our mission moving forward. While we continue to plan for what our future holds, we know that our organization will never be the same but can be different and better for it.

We look forward to seeing everyone again soon and continuing to focus on an inclusive world where people with differing abilities can live, work and thrive in the community.



Brad Stover
Board President



Shawn Kros
Chief Executive Officer



The Arc[®]

Northern Chesapeake Region

Achieve With Us.

The Arc Northern Chesapeake Region
4513 Philadelphia Road, Aberdeen, MD 21001
410-836-7177 | www.arcncr.org

Empowering people with differing abilities to live,
work and thrive in the community.

Contributing to fundraising campaigns, volunteering and donating has a direct impact on the children, families and adults with differing abilities we support. We ask that you look into your heart and choose to make a decision based on your beliefs and passions.

Learn more online at www.arcncr.org or email the development team at Development@arcncr.org.

The Arc NCR is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as protected by Title VI and Title VII.