

***The Arc NCR's
Fiscal Year 2024
Annual Report***



***Navigating the Next
Chapter***



About Us

FY 24: Navigating the Next Chapter

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

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.

Growing past the 10 founding families of 1953, The Arc NCR is now providing over 1,000 supports annually to meet the need in our community. As this need continues to grow, support systems need to be adjusted due to internal and external factors. FY 24 marks a year of adjustment to “Navigate the Next Chapter.”

The Arc NCR’s Organizational Chart

The Governing and Foundation Boards

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Support Listings

The Arc NCR is Harford County's most comprehensive provider of 24/7 supports for people with intellectual and/or developmental disabilities, offering a full range of services from birth to the end of life. All services and assets listed below are designed to empower people with differing abilities.

-  **Community Living**
Empowering people to thrive in a home of their own.
-  **Community Partners**
Building skills for independence in the community.
-  **Employment Services**
A DORS vendor and DDA provider for workforce development.
-  **The Anna and James Lambdin Family Support Institute**
Education on available services and navigating them.
-  **Personal Supports**
Connecting people with the community to achieve goals.
-  **Treatment Foster Care**
Supporting youth in need of foster care to have stable homes.

As a supplemental service, The Arc NCR additionally provides Clinical Support Services which offer expertise in mental and behavioral health for frontline training and support planning to empower team members in providing the best support possible.

Number of Supports Provided		FY 24 Program Assets	
Program	FY 24 #	Asset	#
Community Living	99	Community Living Homes	31
Community Partners	129	Foster Homes	11
Clinical Services	101	Employer Partnerships	65+
Employment Services	299	Vehicle Fleet	54
Family Support Services	370		
Personal Supports	99		
Treatment Foster Care	23		
Total	1,120		

Revenue & Expenses

As of FY 24, The Arc NCR is a \$27 million/year organization. It is important to note that our services are not fully funded. Approximately 90% of the calculated rates are funded by the State, leaving organizations like ours to fund the remaining 10%. Additionally, providers, such as The Arc NCR, are prohibited from passing on costs to people receiving services.

The charts below show our FY 24 revenue and expenses by source.

FY 2024 Operating Revenue

Revenue Source	Revenue Amount
Program Revenue	\$23,338,862
Grants and Contributions	\$2,891,579
Investment Income	\$934,665
Foundation Donation	\$129,278
Other	\$59,299
Total Operating Revenue	\$27,353,683

FY 2024 Operating Expenses

Expense Source	Expense Amount
Program Services	\$21,028,166
Management and General	\$3,007,543
Development	\$530,792
Total Operating Expenses	\$24,566,501

Accomplishments



A New Home with The Arc NCR

(A Community Living Story)

The Arc NCR's 2024 Fund the Need Campaign addressed the increasing demand for Community Living services, empowering people with differing abilities to live independently in a home of their own. Thanks to the campaign's success, funding was secured for a much-needed home—creating new opportunities for those on the waiting list and enhancing accessibility for people in need. Matt, pictured to the left, now shares his home with his roommates, James and Evan, who are thrilled with their new living arrangement and the support they receive.

Katelynn & NHMS Employer of the Year

(A Story from Employment)

Thanks to the support of The Arc NCR's Employment Services team, Katelynn applied for and secured a position on the cafeteria staff at North Harford Middle School. From day one, she brought the consistency and reliability the cafeteria needed. Her manager, Jen Tribull, immediately recognized Katelynn's dedication and fully embraced the partnership with The Arc NCR. Over time, this collaboration not only strengthened the team but also transformed the workplace culture—creating a supportive, family-like environment that fostered care and inclusion.



Rapheal is Navigating Life in a Creative Way

(A Story from Family Support Services)

Navigating life as a neurodiverse young man comes with unique challenges, often requiring creativity and determination to find the right path forward. Rapheal, a dedicated participant in The Arc NCR's Family Support Services Game Night, has been developing his social skills alongside peers. Recently, with the support of his Dad and his deep love for dogs, Rapheal achieved an incredible milestone—writing and publishing a children's book titled *Chronicles of Bones Island*. The first in a series, the book follows a dog named Raperd as he embarks on his own journey of self-discovery on an island. This remarkable accomplishment is truly worth celebrating!

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* New Member
** New Position

A Message from the President & CEO and Chairperson of the Governing Board

As we reflect on the past year, we are proud to share the remarkable progress The Arc NCR has made in advancing our mission of empowering people with differing abilities to live, work, and thrive in the community. Our theme for this year's annual report, Navigating the Next Chapter, embodies both our achievements and our forward-looking approach as we adapt to an ever-changing landscape.

On July 1, 2023, we launched our three-year strategic plan, a bold and intentional roadmap to ensure The Arc NCR remains an Employer of Choice and a Provider of Choice in our community. This plan marks a turning point for our agency—after years of navigating the challenges of the COVID-19 pandemic, we are finally able to look ahead. We have not only recovered but have grown back stronger, and the lessons we learned through weathering that storm will help guide us through future challenges.

In its first year, we have already seen measurable success. As part of our commitment to our dedicated employees, we increased retention by 17%, fostering a stronger, more engaged workforce to better serve those who rely on us.

We also expanded our impact through the purchase of a new home in our Community Living program, made possible by the generosity of supporters through our Fund the Need campaign. This milestone means more people with disabilities have moved off the waiting list and into an accessible, inclusive home where they can age in place with dignity. Additionally, to sustain and strengthen our Employment Services, we navigated financial constraints stemming from Maryland's funding changes by restructuring the program. A key achievement was the development and launch of our Community Development training, offering eight customized job-readiness courses to better equip people we support for meaningful employment.

While we celebrate these successes, we recognize the challenges ahead. Looming state and federal funding deficits will require us to be agile and innovative in sustaining our programs and maintaining the high-quality support that the people we support expect and deserve. However, our experience in overcoming adversity has made us stronger and more resilient. We are committed to adapting our strategies, exploring new partnerships, and advocating for the resources necessary to ensure we continue to make a lasting difference.

Together, we will continue Navigating the Next Chapter with resilience and determination. Thank you for being an integral part of this journey.



Shawn Kros
President & CEO



Andrea Harkins-Brown
Chairperson of the Governing Board



Northern Chesapeake Region

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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.



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www.arcncr.org