



The Arc[®]
Washington County

2018
Annual
Report

Our Mission

“Empowering All to Achieve Meaningful Lives.”

Our Vision

We see a day...

- When people are living integrated lives of their choosing, supported by a responsive, person-centered team of their choice where everyone is equally valued and encouraged.
- When community openly welcomes each person and their unique value.
- When staff find personal fulfillment as valued partners in collaboration with families and people supported to achieve positive desired outcomes, well-being and sustainability.

Core Values

1. Compassionate pursuit of excellence
2. Innovation
3. Integrity
4. Advocacy
5. Individual/family centered focus

The Four Pillars of Excellence

PEOPLE

To be the employer of choice. To develop and support a culturally diverse, competent, motivated and productive workforce. To recruit and retain highly competent professionals to meet the needs of the people we support.

COMMUNITY

To provide an environment in which individuals, families, and employees are highly satisfied. To provide an experience for individuals with DD/ID that exceeds expectations.

QUALITY OF SERVICE DELIVERY

To provide quality person-centered supports that can be defined, measured and published. To enforce and invest in a pervasive culture of safety and make zero errors. To offer inclusive programs, contemporary facilities and state-of-the-art technology. To lead the state in improving home and community-based supports for individuals with DD/ID.

FINANCIAL

To be financially successful. To support advancing the mission and vision. To be operationally efficient. To offer unquestionable value to payers and consumers.

From the Executive Director



FY2018 was full of surprise, change and wonderful success for The Arc of Washington County and part of that is the great work being done at our 1000 Florida Avenue location. For the past 3 years, The Arc-WC has renewed its focus on leasing space in our large facility at 1000 Florida Ave (Mac Center). This facility was purchased in 2011 and has over 90,000 sq/ft under roof. Our annual Dancing with the Stars event was originally established to help maintain and upgrade this building and has generated over \$250,000 to make the necessary improvements. In collaboration with Taylor Bowen and Mike Deming of Berkshire Hathaway Bowen Realty, today we have over 40,000 sq/ft of the building leased.

American Association of University Women – 1250 sq/ft warehouse

The American Association of University Women (AAUW) has rented space from the Arc since 2011. They are currently preparing for our 57th annual Used Book Sale, which is being held in the gymnasium at 1000 Florida Avenue on May 1st – 4th. AAUW members work year round processing donated books in our room (Suite C). Proceeds from the sale go to support girls in the community working on college degrees.

Authentic Community Theatre – 8000 sq/ft office and 1000sq/ft warehouse

Since moving in just over 8 months ago Authentic Community Theatre (ACT) has made 1000 Florida Avenue their home, hosting classes for students in grades K-12 and in partnership with the Maryland Theatre produced some of the most talked about adult Community Theatre shows in the area. ACT has also collaborated with Breast Cancer Awareness – Cumberland Valley and Washington Goes Purple to help raise funds for local programs. Within the next few months, ACT will start two NEW programs that will utilize the facility daily and reach more potential clients of all age groups. One of these programs includes a day camp that will utilize the building throughout the summer, which was not an option at their previous location. They look forward to growing even more in the next year!

Playful Pet Products – 16,000 sq/ft warehouse

Playful Pet Products (PPP) is a local company that manufactures and packages pet accessory products. PPP is primarily focused on the production of private label cat accessory items such as catnip, cat toys, cat grass and catnip sprays for other manufacturers and retail chains.

Goodwill Industries – 8000 sq/ft warehouse

The “Horizon Goodwill Outlet Store” opened on December 10th, 2018, at The Arc of Washington County’s complex located at 1000 Florida Avenue in Hagerstown. An Outlet store is a business model wherein items that have not sold in Goodwill’s standard retail stores are given a “second chance” and offered at a reduced

dollar amount. Large carts, known as boats, are filled with product and most of these items are sold by the pound. Items on the sales floor are swapped out frequently which causes some shoppers to return multiple times a day. Since opening, the store has completed 2,062 transactions. It has sold 7,972 pounds of textiles, 4,690 pounds of Housewares, 3,745 books, 953 pairs of shoes, and numerous other items. The Horizon Goodwill store employs two full-time and four part-time employees from the local community.

Maryland Theatre – 2000 sq/ft warehouse

The Arc of Washington County has been providing in kind storage to one of our partner non-profit agencies for the past several months. The Arc-WC is committed to providing this space to the MD Theatre for 12 months while they complete significant renovations. We are happy to assist a fellow Washington County non-profit.

Door of Hope – 7000 sq/ft warehouse

By providing clothes, shoes and household items for a fraction of the cost, we believe that we are helping those who can otherwise not afford to purchase the necessities of life. For those who struggle financially or otherwise we provide aid on a case-by-case basis. We find ourselves with many clothes that are not desired in our local communities. Since 1998, we have been shipping these clothes overseas to Africa. The clothes are sold there and the profits are used by the churches for projects to better the lives in poor communities. They have built schools, churches, medical outposts and helped support programs that combat poverty.

The Arc-WC still maintains and utilizes two large spaces at the 1000 Florida Ave location.

1. The Awakenings Program

The Awakenings Program is an Adult Autistic Day Habilitation Program and believes that all adults deserve the chance to live as independently as possible in the communities that they call home. The Awakening Program strives to create individualized experiences that combine personal choice and community integration with professional oversight, family involvement and stability. Our staff members go through comprehensive training and provide as much or as little support as each individual needs.

2. The “Track”. The Arc-WC utilizes this space for large events.

- Employee Appreciation Luncheon
- Annual 4th of July cookout
- Wills Seminar
- Annual Employee Health fair
- 2x annual AAUW Book sale
- Annual Basket Bingo
- Annual Halloween Party
- Annual Fall Fair

Thank you,

Executive Director

The Arc of Washington County



The Arc of Washington County, Inc. is a nonprofit organization empowering individuals with disabilities to achieve their highest level of personal growth through innovative and person-centered services. The organization advocates for the rights and benefits of all children and adults, regardless of disability, within their community. The founding families searched to provide the core principle beliefs of inclusion and access to support, which served as the catalyst to create our agency in 1952. These same principles still guide our organization today.

The Arc of Washington County offers a comprehensive range of services, which include Adult Residential, Personal Supports, Day Habilitation, Employment, Community Development, Vocational, Behavioral Support, Children Residential, Stepping Stones/Children and Medical Day.

All programs focus on individual choice, community membership/integration and person-centered activities. The Arc of Washington County's Employment Services use the Customized Employment process for the people they support to find integrated, competitive wage, community-based employment. This process is a creative and customized one seeking to meet the needs of both the job seeker and employer to ensure a mutually beneficial partnership. Arc Employment Specialists meet regularly with people seeking employment and local businesses to identify the best matches.

As a statewide leader in providing quality supports for individuals with disabilities, The Arc of Washington County will continue to:

- Empower individuals with disabilities to achieve personal growth and develop their natural gifts.
- Provide innovative services and opportunities tailored to the changing needs of each individual and the community.
- Provide awareness of disabilities through education, community outreach and partnerships.

Through providing outreach, community involvement and employment for the people supported, the mission of The Arc of Washington County, Inc. is: *"Empower ALL to Achieve Meaningful Lives."*

820 Florida Avenue
 Hagerstown, MD 21740
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www.arcwc-md.org
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Welcome to the board »



KEVIN CRAWFORD



Outreach Supports

Moving out and into your first apartment can seem daunting, and laying claim to a few hundred square feet of personal space a minor marvel. But for Dustin Carr, getting his own apartment this May meant more than freedom from his parents: It was also the first place he could truly call his home.



Mr. Carr moved into the spacious one-bedroom on the ground floor of an apartment building in Maugansville, Maryland after spending his previous years at his parents' homes. "I was more excited than afraid," he said, explaining when he spent the first night in his new apartment. He spent the first couple of days with only his bedroom suite and his cell phone for entertainment. He now reports that he feels settled in and that is he still relying on natural supports to assist him before his increase for outreach hours is hopefully approved. Congratulations to Dustin on his first apartment!

Jody's Life with Sarah

by Mike Gray, PSS

One of our supported individuals, Jody Loudin, recently had a new addition in his life. A couple of months ago, Jody fulfilled one of his goals. Jody, with the assistance of his Outreach staff, adopted a 14 week old kitten from the Washington County Humane Society. Her name is Sarah. The Humane society had named her that and Jody decided that he liked the name. Jody was almost instantly drawn to her when he went to look for a cat at the Humane Society. He played with her and decided she was the one that he wanted to adopt. With his Outreach staff assisting him, Jody filled out all the necessary paperwork. Sarah the cat was now Jody's new family member! Jody says he always looks forward to coming home and having Sarah waiting at the door for him. Jody states that being a kitten, she tends to be mischievous at times. She likes to jump up onto the counters and table in Jody's apartment. But Jody states he is trying to break her of these habits. Sarah also likes crawling on Jody's lap while he's in his recliner, watching TV. Sarah also jumps on Jody's bed and sleeps with him. Jody says he wished he had the energy she has. Jody loves his new best friend!

Another Strong Year for Operation Christmas Child!

People supported and the Arc agency were able to fill a total of 53 boxes. We also collected \$500, which covered the cost to mail 55 boxes!



Thank you to everyone who participated!

Bowling League

On 6/12/18 members of Special Classics Bowling League met at the Frostburg Pool Pavilion for the annual end of the season picnic. After a supper of hot dogs, meatballs and salads, medals and high scoring awards were distributed. Pictured are some of the people supported through the Cumberland Office of the Arc.



Guys' Cooking Night

The guys cooking group had the stoves turned on again at the Crescent House! On the menu this month was a chicken wrap with Sunny-D and cookies for dessert. The guys split up into 2 groups. One group cooked chicken for the wraps and the other put on their oven mitts for cookies. Once everything was prepared, everyone sat together to socialize and eat until it was time to clean up and wash dishes. Robin Staley, PSS, said, "Everyone had a really great time. There wasn't enough jobs for everyone!" Everyone is looking forward to next month's menu to see what there is learn and of course, eat! If this sounds like an activity you would be interested in, be sure to let your caseworker know!

Employment Supports

by Stephanie Watson, Employment Specialist



Junior » Duvinage

Junior has been seeking employment where he can get his hands dirty. He is a manly-man that loves working, while building relationships with his co-workers. Junior is an agreeable person who is quick with a smile and enjoys building friendly relationships with anyone he meets. He enjoys volunteering, such as Meals on wheels, and is always willing to help others. He has some untapped leadership skills, that he can work on when doing community based day activities. Not many people know the name Duvinage, but many will recognize the business with the spiral staircase on the corner of Oakridge Drive. Duvinage is a custom stair manufacturer, who patented the first spiral metal staircase in the United States. They not only make spiral staircases since 1895, but any type of metal stairs. Junior works in the office building on Thursday's and the big warehouse on Friday's. He mainly does custodial cleaning - and boy do they need him! Junior scrubs a bunch of Harry Potter style sinks,

vacuums the floors, sanitizes the bathrooms (there are 8!), and mops up the break rooms. He is waiting for when the weather turns a bit warmer, so he can tidy up the parking lot and do some of the outside work, such as pruning trees, as well. They have a riding mower that he is just itching to get on!

Eventually, Bob the manager, said that they will get him to paint some of the walls and show him how to assist the welders! When Junior is not working, he loves to listen to music, especially Breaking Benjamin. If you've worked with Junior, you have probably heard him sing some of their songs. Junior is willing to learn new things, and will attempt any task that I ask him to do. This is a great working skill! In fact, this month he will be taking a forklift training course offered at HCC. He is looking forward to learning a new skill that can be added to his resume and make him even MORE employable!

Marquita » MS Greenfield Senior Living

Marquita landed on my caseload, while still working at a local fast food restaurant for nearly 8 years. She knew that she was looking for a change and wanted to try something different. Marquita was already ahead of the game, when she became CPR and First Aid Certified through the Arc last year. Having this additional skill can make someone more employable in any field. Doing a little discovery, we found out that she would really like to explore working with the Geriatric population. I wasted no time in seeking out a place that was willing to hire without have a nursing background, which was a bit tricky! That's when we met Gaby from Greenfield Senior Living. Greenfield is a 24-hour, residential facility for seniors with Alzheimer's or Dementia. They were looking for an activities assistant. Marquita's big smile, engaging laugh and always-ready-for-a-conversation attitude, made her just the right candidate! She mainly works in the Spruce Wing. On Spruce, they have a lot more medical and physical needs and aren't always able to participate in some of the activities - so Marquita brings the activities to them! The hardest part of her job is not being able to participate in some of the fun activities, such as Bingo! As an Assistant, she helps the residents find the letters or numbers. She also took it upon herself, to be the prize chair wrangler, and shows them the prizes when someone wins. Other activities she does are exercise activities each morning (such as ball rolling), some type of arts/crafts (water color painting), a sensory activity (hand massages) or simply sitting with them and be that listening ear. Each day is different and exciting!



When Marquita isn't working Monday through Friday, you can find her doing things with her mom, talking with her boyfriend, hanging out with friends during Outreach activities or watching her beloved Philadelphia Eagles. Marquita says that sometimes she could just cry because she loves working here so much and the people genuinely love having her there.

Residential Supports

See Us as Your Neighbors

This year, the Adult Residential Services Program has been continuing the effort to support the people who receive services to become more active in their communities. This past spring we started a few new activities and included our neighbors. In May we held a Paint Night here at 840 Florida Avenue.

People supported and several members of the community attended a Friday night class led by Arc program manager, Philip Shaer. The attendees got to try their talents at painting a lovely nature scene of pine trees. In late summer, a number of people supported and living in Residential homes invited their neighbors to attend house picnics. It was an excellent opportunity for our neighbors to get to meet us and chat while enjoying hamburgers, hotdogs and fellowship. Next, Halloween was upon us and The Arc Residential program hosted a Trunk or Treat event for the neighboring West End community of Hagerstown. It was a fun night of laughing and scaring! Our local neighbors were very positive and thankful for the event. We're excited to host again next year! Get your costumes ready!

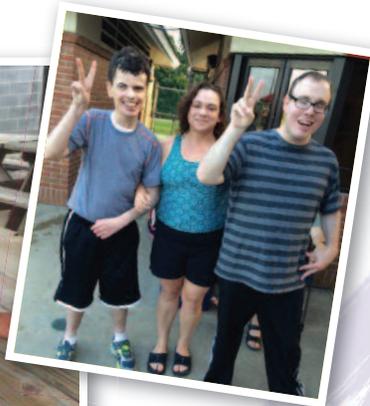
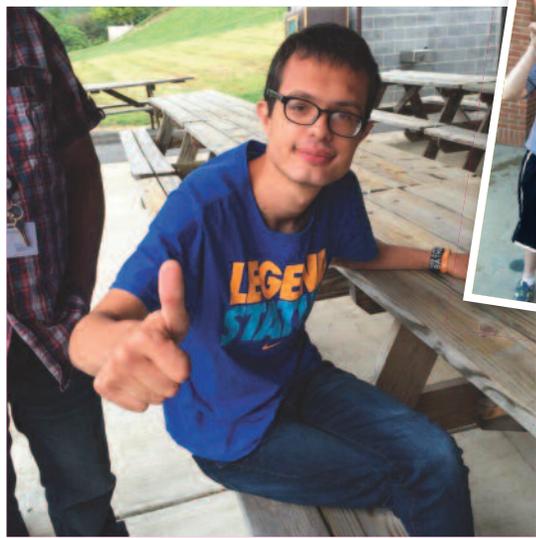
We will continue to assist those we support each day to participate and contribute to their local communities as we move forward.



Trunk or Treat



Paint Nite



"Being engaged in some way for the good of the community, whatever community, is a factor in a meaningful life. We long to belong, and belonging and caring anchors our sense of place in the universe."

- Patricia Churchland

Investing Toward the Future of The Arc of Washington County, Inc.

In Your Will

It is a wonderful gift which helps ensure our continuation and growth. Bequests are a way of providing long term support for charitable organizations that are important in our lives. To include The Arc of Washington County, Inc. in your will, the following general form is suggested:

"I give/bequeath to The Arc of Washington County, Inc. a non-profit organization located at 820 Florida Ave., Hagerstown, MD the sum of \$_____ (or percentage, or specifically described property).

Memorials and Honorariums

Acknowledge an important event in your life such as a birth, a wedding or a birthday. A gift to The Arc of Washington County, Inc. is a wonderful way to honor these events. An acknowledgement letter will be sent to those you designate.

Employer Matched Gifts

Your contribution to The Arc of Washington County, Inc. may be multiplied. Many employers sponsor matching gift programs and will match any charitable contributions made by their employees. Contact your Human Resource office to find out if your company has a matching gift program.

Donation Questions or Information Contact:

Sue Harr, Director of Development
sbharr@arcwc-md.org
301.733.3550 x2241

In Memory

It is hard to forget those who gave us so much to remember ...

People Supported

Michael Genovese
12/2/69 - 3/26/18

Donald Nuckles
9/16/45 - 8/6/18

Andrew Whitfield
3/28/88 - 10/21/18

Vince Rowley
5/9/47 - 7/28/18

Steven Sterling
12/8/60 - 5/14/18

Raymond Lowe
6/24/30 - 11/11/18

George Ringer
10/18/30 - 7/16/18

Betty Lou Pruy
6/23/40 - 10/5/18

*Statements of Financial Position
June 30, 2018 and 2017*

	2018	2017
ASSETS		
Current Assets		
Cash and cash equivalents	\$ 2,683,491	\$ 1,406,795
Restricted cash - Client Funds	267,203	249,522
Investments	3,024,300	2,396,038
Accounts receivable	512,966	467,097
Due from funding agencies	-	835,847
Note receivable - Executive Director	333	2,004
Prepaid expenses	184,874	290,150
Inventory	43,993	53,477
	<u>6,717,160</u>	<u>5,700,930</u>
Property and Equipment, Net	<u>10,241,986</u>	<u>10,275,869</u>
Other Assets		
Security deposits	620	620
Cash surrender value of life insurance	171,525	170,256
Annuity, net of present value adjustment	3,727	18,296
Note receivable - Executive Director	-	329
Investment, endowment	38,971	28,506
	<u>214,843</u>	<u>218,007</u>
TOTAL ASSETS	<u>\$ 17,173,989</u>	<u>\$ 16,194,806</u>

Statements of Financial Position
June 30, 2018 and 2017

	2018	2017
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable	\$ 244,320	\$ 144,742
Accrued salaries and related expenses	1,449,724	1,441,538
Due to funding agencies	112,525	-
Client funds payable	267,203	249,522
Mortgages and notes payable, current portion	414,273	348,992
Capital lease obligation, current portion	18,829	1,507
Annuity payable, current portion	3,727	15,000
	<hr/>	<hr/>
Total Current Liabilities	2,510,601	2,201,301
Long-Term Liabilities		
Mortgages and notes payable, net of current portion	3,223,519	3,481,150
Participation liability	137,351	110,093
Capital lease obligation, net of current portion	94,190	-
Annuity payable, net of current portion	-	3,296
	<hr/>	<hr/>
Total Long-Term Liabilities	3,455,060	3,594,539
	<hr/>	<hr/>
Total Liabilities	5,965,661	5,795,840
Net Assets		
Unrestricted - undesignated	10,703,910	9,905,175
Unrestricted - board designated	461,515	461,354
Temporarily restricted	32,790	22,324
Permanently restricted	10,113	10,113
	<hr/>	<hr/>
Total Net Assets	11,208,328	10,398,966
	<hr/>	<hr/>
TOTAL LIABILITIES AND NET ASSETS	\$ 17,173,989	\$ 16,194,806

Statement of Activities
Year Ended June 30, 2018

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
REVENUES, GAINS AND OTHER SUPPORT				
Fees and grants				
Residential	\$ 15,133,447	\$ -	\$ -	\$ 15,133,447
Personal supports	3,637,345	-	-	3,637,345
Day	3,480,706	-	-	3,480,706
CLS	406,602	-	-	406,602
Supported employment	263,428	-	-	263,428
Other programs	2,788,798	-	-	2,788,798
Resident care fees	863,657	-	-	863,657
Contributions	101,964	-	-	101,964
Sheltered workshop	45,495	-	-	45,495
Rental income	139,439	-	-	139,439
Other revenue	334,204	-	-	334,204
Concessions income	131,929	-	-	131,929
Fundraising income	171,581	-	-	171,581
Investment income	119,650	-	-	119,650
Realized and unrealized gain on investments	65,076	10,466	-	75,542
Unrealized gain on cash surrender value of life insurance	1,269	-	-	1,269
Membership dues	3,480	-	-	3,480
Gain on disposal of fixed assets	54,667	-	-	54,667
Total Revenues, Gains and Other Support	27,742,737	10,466	-	27,753,203
EXPENSES				
Program Services				
Residential	14,852,274	-	-	14,852,274
Personal supports	3,407,068	-	-	3,407,068
Day	3,115,299	-	-	3,115,299
CLS	480,222	-	-	480,222
Supported employment	377,910	-	-	377,910
Other programs	2,718,964	-	-	2,718,964
Total Program Services	24,951,737	-	-	24,951,737
Supporting Services				
Management and general	1,825,425	-	-	1,825,425
Fundraising	166,679	-	-	166,679
Total Supporting Services	1,992,104	-	-	1,992,104
Total Expenses	26,943,841	-	-	26,943,841
Change in Net Assets	798,896	10,466	-	809,362
NET ASSETS - BEGINNING OF YEAR	10,366,529	22,324	10,113	10,398,966
NET ASSETS - END OF YEAR	\$ 11,165,425	\$ 32,790	\$ 10,113	\$ 11,208,328

Our Donors

Every effort is made to be accurate in our donor list. If we have omitted or misspelled your name we sincerely apologize. Please contact: Sue Harr at sbharr@arcwc-md.org so we can correct our records. Thank you for your support.

\$10,000 and Over

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We Love Our Team!





The Arc

Washington County

820 Florida Avenue
Hagerstown, MD 21740
301.797.3380

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www.facebook.com/arcwashco

Dates to Remember

Do you have questions regarding donations, sponsorships, tickets, or need additional information? Contact:

Sue Harr, Director of Development
301.733.3550 x2241
sbharr@arcwc-md.org

Basket Bingo

April 7, 2019

The Arc of Washington County

Mac Center

1000 Florida Ave.

Hagerstown, MD 21740

Advanced Tickets: \$25 Tickets at the Door: \$30

Membership Picnic

June 24, 2019

Hoffman Pavillion

Washington County Gives

May 7, 2019

Golf Outing: Glade Valley Golf Course

June 13, 2019

Dancing With The Arc Stars: Hager Hall

October 12, 2019