amazing progress
ANNUAL REPORT 2017
Grayling Lucas of the Blue Cross Blue Shield Association and Morgan show off their acting skills as part of our Move! Play! Pretend! Service Day with Blue Cross Blue Shield Association. Volunteers from Blue Cross Blue Shield Association and Arc participants from our Day Programs spent a day learning Salsa dancing, African drumming and stage combat at Joe's Movement Emporium in Mt. Rainier, MD.
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Amazing progress! That’s what we’re celebrating.

With your partnership, we are transforming into an agency that supports people with disabilities as they pursue their interests and passions, and take control of their lives. That means reshaping the way we provide services, reinvesting in our staff, and focusing on being person-centered in everything we do.

As a result, more of the people we support are stepping into meaningful roles in their communities. Like Venus, who just celebrated her second anniversary at Wegmans (see page 6).

Venus has already been recognized by her supervisor for her excellent customer service and dedication. She is at a job she enjoys, and is connected to her community not just through The Arc, but through her coworkers, the customers she interacts with, and the friendships she is forming on her own.

Don’t you think it’s amazing when you see more people with disabilities, volunteering, swimming, reading at the library, working, and living more healthy lives? People with disabilities will no longer be isolated and left out of our culture. And, we are doing even more…

• Thanks to the amazing support of the William S. Abell Foundation, we’ve partnered with Joint Base Andrews, Prince George’s County Public Schools and The Department of Rehabilitative Services to launch Prince George’s County’s first Project SEARCH program. This internship program for high school seniors with disabilities brings amazing new experiences in a variety of job areas for these young people to build skills and the confidence to step into the adult and working world. This experience, combined with classroom learning prepares these students for an outstanding future.

• With the help of our Board of Directors and partners like the SPEC (Special People Enhancing Communities) Foundation and Maryland-National Capital Park & Planning Commission, we are facilitating communication and education between first responders, people with disabilities, and their families, making our community safer for everyone.
Our progress is truly amazing and we wouldn’t be where we are without our dedicated staff and the support of our donors, partners and friends like you.

Every time you support us by donating, liking a social media post, or sharing a video, you make the lives of people we support better in amazing ways. And, this year, many of you will have a wonderful opportunity to easily double your contributions to The Arc by using tax-credits our organization can provide to you for contributions of $500 or more.

Thanks to you, we expect to make more great things happen as people with disabilities take control of their lives and achieve amazing things! Together, let’s make it another great year!

Kia Silver-Hodge
President, Board of Directors
The Arc Prince George’s County

Rob Malone
Executive Director
The Arc Prince George’s County

Clockwise, from top-right: Venus has been a member of the Wegmans Café team in the Woodmore Town Center for two years. Ivy not only assists in the management and maintenance of Mission of Love’s clothing donations, but she also assists customers in finding items. The Benefits Enrollment Center team assisted Dana through the application process, and she is now connected with our community outreach programs to support her, as her circumstances or eligibility change.
Board of Directors
Governance & Leadership

Ms. Kia Silver-Hodge, President
Lockheed Martin Enterprise Operations

Ms. Debrah Burns Martin, Vice President
Best Solutions Educational Services

Ms. Lori Brock, Treasurer
King & Spalding LLP

Mr. Anthony Zanfordino,
Immediate Past President
STG, Inc.

Ms. Cathy Coughlin
Old Line Bank

Ms. Lisa Greene Henderson
Kaiser Permanente

Ms. Sandra (Sandy) Kellstrom
M-NCPPC

Mr. Mak Massillon
SunTrust Investment Services

Ms. Yolanda Muckle
Long and Foster Real Estate, Inc.

Ms. Adeyinka Ogunlegan
Comcast NBCUniversal

Ms. Shirley Patterson
Federal Government Contracting Officer (Retired)

Mr. Mike Retton
Stantec Consulting Services, Inc.

Mr. Jerry Sanford
Washington Gas

Ms. Andrea Shorter
ACS Business and Accounting Solutions, LLC

Mr. W.G. Pete Stokes
U.S. Army JAG Corps (Retired)

Ms. BreAnna Wesley
Self-Advocate

Ms. Anjolene Whaley
Keller Williams Preferred Properties

Mr. Tim York
Self-Advocate
Senior Leadership Team

Rob Malone  
*Executive Director*

Becky Carter  
*Director, Family & Community Services*

Deborah Goins  
*Director, Employment, Transportation & Day Services*

Michelle Howell  
*Director, Nursing*

Lorraine C. Holmes Settles  
*Director, Business & Resource Development*

Kelly Shaner  
*Director, Residential Services*

Natosha Simpson  
*Director, Quality Advancement*

Angela Sykes  
*Director, Finance*

Christina Varga  
*Director, Operations*

Audrey Weaver  
*Director, Human Resources*
Employment Partner Spotlight
Wegmans Food Markets

Venus has been a member of the Wegmans Café team in the Woodmore Town Center for two years. She works independently, thanks to the support of our Employment Services Program. Recently, Venus’ supervisor recognized her for her excellence in customer service, and dedication to her job.

“Venus is an asset to the Wegmans Café Bussing Team,” says her supervisor, Rosa Greco. “She understands her role on the team, and how she makes an impact on the overall customer experience. She is reliable, and takes pride in being part of the team.”

Venus joined the Employment Services program as a volunteer. She learned skills like problem solving, customer service, following a schedule, and interacting with coworkers and supervisors. It wasn’t long before Wegmans was sufficiently impressed with Venus to offer her paid employment.

“I like the assignments I have to complete each day, and I like working with my coworkers,” says Venus. “I have independence because I have a job.”

Today, Venus continues to be a valued member of the Wegmans team, and The Arc continues to support her. “Venus is independent in her job, I support her in things like staying focused on her task, or requesting days off, and understanding her schedule,” says Troy Ware, Venus’ job coach. “I’m also there to support her with additional training as she continues to grow in her job and gain more responsibilities.”

Wegmans’ Ms. Greco says, “The Arc is often present when Venus is working, but they allow her to work and make her own decisions. They also help with communication between Venus and myself. Customers sometimes think the job coaches are part of the Wegmans team, too.”

Job coaches like Troy create a dynamic link between the employer and The Arc, supporting the partnership as well as the individual. These relationships have made The Arc a leader in disability employment services.
EMPLOYMENT SERVICES BY THE NUMBERS IN 2017

- **67** people employed in individual placements
- **46** new partnerships
- **52** employment/partners
- **12** individuals in group employment/volunteer positions
- **8** nonprofit partnerships
“Everyone starts out with no work experience, no skills. We all need a chance to gain that experience and learn the skills for our jobs. That’s what our partnership here at Joint Base Andrews with the ARC is doing. We’re giving people the chance to use their abilities, learn at their own pace, and build the skills they need to work independently.”

LT. COL. CHRIS M. KUESTER
UNITED STATES AIR FORCE
#Inclusion Works
with Comcast NBCUniversal, The Prince George’s County Economic Development Corporation, The Greater Prince George’s Business Roundtable, and The Arc’s Employment Services Programs

More than 20 employment partners and 13 elected official representatives joined us for our 2nd Annual Inclusion Works Breakfast, celebrating National Disability Employment Awareness month. Our panelists included graduates of our Office Skills Training Program and their supervisors. Special thanks to our partners at The Prince George’s County Economic Development Corporation, The Greater Prince George’s County Business Roundtable and Comcast NBCUniversal.
We believe everyone can and needs to learn from each other. By doing so, together, we can identify, prevent, and de-escalate crisis situations involving people with disabilities in our community. And, we can create a culture where everyone feels invited.

In partnership with the Prince George's County Police Training Center, and Maryland-National Capital Park & Planning, our forum was funded by the SPEC Foundation. SPEC—Special People Enhancing Communities—was founded by our Board Vice President, Debrah Burns-Martin, to provide training, programs and interactive experiences to enhance understanding of the needs of children with special needs and their families with community service providers.

Our forum helped to increase communication between the disability community, law enforcement and first responders in dynamic ways. Cadets had the immediate opportunity to apply what they learned. As part of the day, former Capital Heights, MD Police Chief, Anthony Ayers, facilitated real-life scenarios and role-play between responders, caregivers and people with disabilities.

"Classroom learning is often not enough, it takes role-play to understand how to react in a situation," said Mr. Ayers. "Our officers are making real-time, quick decisions, and being exposed to potential scenarios in training will help them make the best choice when they are faced with a real-life situation."

“It is important we have dialogue with these officers, and that they have the opportunity to dialogue with us,” said Membership and Outreach Coordinator Melonee Clark, who is also the parent of a child with special needs.

Cadets left the forum with "more tools in their tool belts to keep themselves, and our residents safe," said Mr. Ayers.
Couldn’t make the forum in person? Check it out on our YouTube Channel: Thearcofpgc
Roy shows off his moves! Thanks to a grant from the Prince George’s County Arts & Humanities Council and a partnership with Joe’s Movement Emporium, participants like Roy had the opportunity to experience the arts through weekly activities and events.
Opened in November 2016, through a grant from the National Council on Aging, our Benefits Enrollment Center is an important resource for Prince George’s County residents with disabilities and their families. Now in its second year, Melonee Clark (MC), the program’s coordinator, shares how we have grown, and the tangible impact our support is having on the disability community.

**What is the Benefits Enrollment Center (BEC) and who does it serve?**

**MC:** The BEC is a comprehensive resource center, specializing in state and local disability support benefits. We serve Prince George’s County adults with disabilities and their families, who may not be receiving all the benefits they are eligible. The National Council on Aging sought to reach under enrolled populations including young adults with disabilities, like many of the individuals we support.

**How does it work?**

**MC:** Our team meets with individuals and families to discuss the benefits they currently receive, their eligibility for additional benefits, and help them apply. Families also receive a comprehensive guide to federal and state benefits based on their current needs, and a pathway to benefits they, or their loved one, may need as they age.

**How has the BEC grown?**

**MC:** The BEC started with a 10-month grant and a goal of enrolling 500 people into benefits they previously were unable to complete online enrollment requirements for core benefits like food assistance. The BEC Team assisted Dana through the application process, and she is now connected with our community outreach programs to provide support as her circumstances or eligibility change. “I heard Melonee on a disability radio talk show locally. She was talking about the Benefits Enrollment Center. I decided to investigate and called to get more information,” says Dana. “Toni [at the BEC] really helped me navigate though all the paperwork and made it so much more convenient and easy for me. Now I’m receiving benefits I wasn’t receiving before.”
The Benefits Enrollment Center, cont’d

not receiving. We were granted an extension in October 2016, and now we have been awarded a renewal for 2018, with a new goal of enrolling 650 more people. We form relationships with the individuals and families that come through our BEC. We help them apply for benefits, and they also become part of The Arc family. We welcome them to become members and attend our workshops and trainings. We want to educate and support as many people and families as we can. We have the information and support they need, we want to share it.

What’s next?

MC: This year, we have received a $70,000 grant to continue our outreach and service. We have a new goal and we have even more information and resources to offer families.

The comprehensive benefits guide provides information on how individuals and families can receive benefits including:

» SNAP/Food Stamps  » Reduced Fare Transportation
» Medicaid/Medicare  » Dental Services
» Volunteer/Employment Opportunities

To learn more about the BEC, Membership at The Arc and Family Workshops including Transition 101, contact Melonee Clark at MClark@thearcofpgc.org.
From Our Board:

“Before volunteering, I had no idea of the amazing services and supports The Arc provides. Now, as a member of the Board of Directors, my goal is to make sure that the mission of The Arc is well communicated and supported.”

MICHAEL A. RETTON
P.E. SENIOR PRINCIPAL,
STANTEC CONSULTING SERVICES, INC.
(BOARD MEMBER)
Financials
2017 Financial Summary

EXPENSE BY PROGRAM
- Family/Community Supports: $1,757,028
- Employment Services: $1,518,643
- Residential Services: $13,840,464
- Adult Day Services: $5,257,499
- Transportation Services: $1,691,037
- Administrative: $2,566,897
- Other (Infant & Toddlers, Autism Waiver, etc.): $2,343,322
- Fundraising (not shown in graph, <1%): $78,160

TOTAL: $29,053,050

REVENUE BY SOURCE
- Program Fees: $24,121,337
- Grants: $1,346,337
- Consumer Fees: $1,038,949
- Fundraising (not shown in graph, <1%): $239,524
- Other (Savings & Investment Interest, Sales to Public/Contract, etc.): $2,193,337

TOTAL: $28,939,484
"The Arc is a powerful advocacy and support organization for people with intellectual/developmental disabilities and their families. They help families plan for their future, and the future of their loved one. Their expertise in understanding the entire family and addressing individual needs sets them apart as a leader in support services."

JAMES W. CORNELSEN
PRESIDENT & CHIEF EXECUTIVE OFFICER
OLD LINE BANK
Community Links

Connecting Throughout the Community and Building Skills for Employment

Ivy is a participant in our Community Links Program. Previously, Ivy went to one of The Arc’s day programs and received services within that building. Now that our day services are transitioning from facility-based to community-based programming, Ivy and her friends are able to structure their own days and spend them throughout community.

Ivy and her group have chosen a variety of community activities, including volunteering weekly at Mission of Love Charities, Inc. They help sort donations to support the basic needs of homeless individuals and families in our area.

“I like helping people find things,” says Ivy. “I like helping them get what they need.”

“The partnership with The Arc has been tremendous,” says Ana Bueno, Executive Director at Mission of Love Charities, Inc. “They are dedicated, enthusiastic, and hard working. The Arc volunteers are a huge asset to our organization as we continue to expand our services.”

In addition to volunteering, Ivy and her friends enjoy going swimming, spending time at the library, and going to new places for lunch on Friday afternoons.

Portia Martin, Ivy’s Community Links Coordinator, says “We have a lot of fun, but it isn’t just about fun. Our activities are also building job-ready skills like organization and customer service, so eventually these ladies can get jobs and increase their independence.”

“These ladies have all expressed interest in gaining employment,” says Ciara Hosein, The Arc’s Director of Workforce Development. “So we’re working hard to find the right position for them and make sure they have the skills they need to be successful in that job.”

Learn more about our Employment Services Programs online at www.thearcofpgc.org/Employment.
Arc Society Members

**LEGACY MEMBERS**

Estate Giving
Estate of Robert Adams
Bruce & Corky Andrews
Sally Boarman
Todd Carton
Edward & Janet Ciesielski
Estate of Gilmore Clark
Estate of Helen M. Danish
Thomas Dugan
Warren & Mary Funk
Estate of Teresa D. Funke
Estate of Kemper Hensley
Marta Jones
Estate of Anton Kragh
Martin & Barbara Lampe
Ellen Markham
Joseph Polanin
Beatrice Rodgers
Kim Tart

**ARC SOCIETY MEMBERS**

$250 + Annual Giving
Michael & Marie Ahearn
Alco Pharmacy
Americle Healthcare, Inc.
Bruce & Corky Andrews
Archdiocese of Washington
Shari & Jerald Baker
 Bancorp Bank
Debra Baranyi
Paul & Mary Alyce Bauer
Alvin Bean
Berenbaum Family Foundation
Bethlehem House Inc.
Blue Cross Blue Shield
Blue Cross Blue Shield Association
Bob Grill General Contractor, Inc.
Dale & Letitia Bohner
Patricia Bowden
BrandMuscle
Bill Bryant
William & Donna Bryant
Debrah Burns Martin
Capitol Document Solutions
CareFirst Blue Choice
Jane & Mark Chandler
Herta Clark
Wayne & Denise Coleman
Comcast
Comcast Financial Agency Corp.
Community Bank of the Chesapeake
James & Constance Cornelsen
The Crescent Cities Jaycees Foundation
Judy & Veronica Crowe
Danton & Ginger Demille
Dominion Foundation
Kevin Dwyer
Sarah Earwicker
Susan Eicher
Ruth Eicher
Enterprise Fleet Management
Veronica Fern
Kathleen Fern
William & Linda Fern
Fish Market Restaurant of Maryland
Timothy & Deborah Fore
Freestate Auto & Truck Service, Inc.
Fulton Financial Advisors
Clifford George
Giant Food LLC
Gingles
Dannielle Glaros
Helen Goldsmith
Lisa Greene Henderson
James & Phyllis Hall
Harvey Transportation
Eugene & Bettye Hawkins
Hays Companies
Hays Companies of Maryland
Helping People Who Help People Foundation, Inc.
Nicholas & Irene Hluchyj
Infinity Nursing Services Inc.
Tonya Jackson
Jasper’s Restaurant
John C. Flood of VA Inc.
Johnny’s Auto Service
Sandra Kellstrom
Evelyn King
Knights of Columbus, Council No. 1445
Knollwood Development Corporation
Barbara Lampe
Julia & John Laulis
Lincoln Financial Group, Insurance Solutions
David Lipton
James Lombardi
M-NGCC
Rob & Jualecia Malone
Maryland Works, Inc.
Maximus Foundation
Melwood Horticultural Training Center
Angela Moss
Mullen, Sondberg, Wimbish & Stone, P.A.
Charles & Clare Murnane
NAI Michael
Barbara Nash
New Horizon Supported Services Inc.
Northrop Grumman
O’Malley, Miles, Nylen & Gilmore, P.A.
Old Line Bank
Omni Systems
Spencer Parker
Stephen & Polly Parker
Craig & Betsy Parker
Shirley Patterson
Westley & Connie Paulson
Peppo
Rebecca Petit
Betsy & Pat Petit
Prince George’s Arts & Humanities Council Inc.
Steve & Tami Radov
Mac & Debra Ramsey
RAWW Vending LLC
Raymar Plumbing
Michael & Linda Retton
Ray Revels
Beatrice Rodgers
Vilma Scindian
Ellen Scully
James & Mary Shaffran
Shared Horizons
Andrea Shorter
Kia Silver-Hodge
Natasha Simpson
Sinclair Prosser Law, LLC
Steven Slojkowski
Dawn Sobol
Allison Solomon
Stantec
William & Patricia Stokes
Sun Life
Willie & Kim Tart
Deni Taveras
Thalia Taylor
Ray Revels
Bre’Anna Wesley
Morgan & Susan Williams
Tim York
Anthony Zanfardino
Zenart Carpet Cleaning

**TITAN CIRCLE**

Cumulative Giving $10,000 Since 1999
Bruce & Corky Andrews
Maxwell & Helen Ballanger
Paul & Mary Alyce Bauer
Don & JoAnne Blakley
William & Donna Bryant
Wayne & Denise Coleman
Thomas Dugan
Sarah Earwicker
Susan Eicher
Ruth Eicher
Marilyn Farrell
William & Linda Fern
Clifford George
Helen Goldsmith
James & Phyllis Hall
Nicholas & Irene Hluchyj
Evelyn King
Barbara Lampe
Mary Jo McGovern
John O’Connor
Craig & Betsy Parker
Betsy & Pat Petit
Jack Ramsey
Ray Revels
Kenneth & Lucille Taylor

Washington Gas
Bre’Anna Wesley
Morgan & Susan Williams
Tim York
Anthony Zanfardino
Zenart Carpet Cleaning

[Image] THE ARC PRINCE GEORGE’S COUNTY ANNUAL REPORT 2017 19
Community and Employment Partners

EMPLOYMENT PARTNERS

Safeway Inc.
Giant Food Store LLC
Collington, A Kendal Affiliate
Uniformed Services University of the Health Sciences
University of Maryland
Federal Communications Commission (FCC)
BK Miller
PG County Economic Development Corporation (EDC)
Martins Crosswinds
City of Greenbelt
Wegmans
Mike Cleaning Company LLC
Maryland-National Capital Park and Planning Commission
Prince George’s Community Resources
Joint Base Andrews Air Force
Target
The Home Depot
Developmental Disabilities Administration
Ross
Lowe’s Department Store
US Consumer Federation
Precious Jem Day Care
USDA Beltsville Agricultural Research Center
NASA (Melwood)
Chick-Fil-A
Greenbelt Nursery School
Resource Connections
Homeland Security (Service Source)
Emergency Medical Team–Largo

COMMUNITY PARTNERS

Food for Friends
Community Café
Heartland
Crescent Cities
Meals on Wheels
Bowie Recreation Center North & South
Johnny Howard Community Center
Glendale Community Center
Lake Arbor Community Center
Mission of Love Charities, Inc.
### Mark Your Calendars

<table>
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<th>Date</th>
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<tr>
<td>MAR 24</td>
<td>Annual Bowling Bash</td>
<td>Sunday, March 4, 2018</td>
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<tr>
<td>MAY 10</td>
<td>Annual Meeting &amp; Employee Celebration</td>
<td>Thursday, May 10, 2018</td>
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<td>MAY 17</td>
<td>Do MORE 24</td>
<td>Thursday, May 17, 2018</td>
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<td>SEP 1</td>
<td>Federal Employees: Give Where You Work! Combined Federal Campaign</td>
<td>September 1, 2018—January 2019</td>
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<td>OCT 1</td>
<td>25th Annual Golf Tournament</td>
<td>Monday, October 1, 2018</td>
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<tr>
<td>NOV 1</td>
<td>United Way Arc Workplace Campaign</td>
<td>November 2018</td>
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<tr>
<td>NOV 27</td>
<td>Giving Tuesday</td>
<td>Tuesday, November 27, 2018</td>
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<tr>
<td>DEC 13</td>
<td>Arc Society Appreciation Reception</td>
<td>Thursday, December 13, 2018</td>
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#### Transition 101
**Every 3rd Tuesday**
A workshop series for young adults with disabilities and their families who are transitioning out of the school system into adult services will be held every 3rd Tuesday of the month in 2018 from 6pm–8pm.

#### Arc Shop Workshops
**Every 4th Thursday**
Workshops featuring a wide range of topics and speakers relevant to future planning, relationships, and other subjects of interest for people with disabilities and their families will be held every 4th Thursday from 11am–1pm at Holy Family Church.

#### Financial Literacy Course
**April–May 2018**
A 6-week course for people with disabilities and their families to understand financial planning. It will begin in the Spring of 2018 and will be held at the Wheatley Early Childhood Center 8801 Ritchie Drive Capitol Heights, MD 20743.

For more information, including locations and registration, visit our website [www.thearcofpgc.org](http://www.thearcofpgc.org) or contact a member of our marketing team at (301) 925-7050.

Members of our Mission Team pose at our 2017 Friends & Family Picnic in Watkins Park. The Mission Team is comprised of staff from across our programs at different levels of leadership. Members meet on a monthly basis to discuss employee satisfaction & development, training opportunities, give input on policies and procedures, and create avenues to improve communication throughout our organization.