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Revenue is more than 3% higher than budget forecast.

Overtime costs down from 28% to est. 22%.

Staff climate optimistic.

Advocacy efforts engaging families & stakeholders.
Dear Arc Family!

This is the season of change; the season of transformation. This is a significant time for our organization as we navigate through an environment that poses great challenges and opportunities. With the support of our leaders, colleagues and champions, we are producing a much stronger organization.

I am thrilled to report some of the progress we have realized:

- Our year-to-date financial performance exceeds plan—with revenue more than 3% higher than budget, and a strong margin. Most of our programs are outperforming budget. We will continue to manage financials to further build strength on our balance sheet.

- We are utilizing our staff more efficiently and realizing a reduction in overtime costs from 28% to approximately 22%.

- Staff turnover has moderated throughout the organization. Staff are sensing the positive results and changes. We have launched a team, headed by Kim Njowusi, to focus on making The Arc the best place to work and driving up retention. We believe by continuing to listen to and engaging staff, we will recognize continued improvement.

- We continue to drive advocacy for the resources needed to sustain and grow quality services. We also are educating and partnering with families and all stakeholders to equip everyone for the journey ahead.

With regard to quality, The Arc providers are preparing to comply with the “Final Rule” (aka Home and Community-based Services/Rule). Our board and senior leadership are teaming with specific individuals and staff members to develop a plan of action, in order to increase community integration and offer services based on person-centered planning.
Our ultimate goal is to maximize enjoyment and fulfillment of those we support. We will work through a process of discovery with an open mind, as we craft the most meaningful experience possible for each individual and family we serve.

We ask that everyone be open to the process of exploration and focus on a consistent message of positive transformation. We will open up to new challenges and seek exciting, new possibilities for The Arc community, as a whole.

Because of our combined efforts and extraordinary spirit of cooperation, The Arc Prince George’s County continuously strives to be one of the best service providers in a marketplace where choices available to families will be infinitely greater. Our aim is to thrive and not simply to survive…to truly be a leader in our industry.

I invite you to be a part of our journey and hope you are inspired by the tremendous testimonies of our participants and partners.

My commitment to you is to put every effort towards providing the best services possible and to make The Arc an amazing employer.

Here’s to 2016—a year of achievement. May you be blessed for your service and continued partnership with The Arc Prince George’s County!

Warm Regards,

Rob Malone
transformation
IN THE LIVES OF OUR PARTICIPANTS AND OUR PARTNERS
“With every milestone in life, you face challenges, but we were pleasantly surprised how quickly Dene adapted to her new environment and how much she enjoyed her newfound independence.”

*Dene’s Mother*

The Arc Residential Services ensures that people with developmental disabilities have a place to call home. The Arc’s residential services provide not only a place to live, but also the best quality of life for all through medical support, behavioral support, and community inclusion. The Arc also works diligently to support residents’ families through support groups, ongoing communication, and involvement. Between three to six people live together—building lifelong friendships and creating a cohesive community.
Dianna “Dene” Taylor’s personality is as vibrant and colorful as the purple flowers she loves to plant and grow around her home. Yes, her very own home.

Despite odds set against her early in life because of her disability, Dene still had dreams of living independently and went about setting goals to make having her own home a reality.

In the mid-nineties, Maryland became 1 of 8 states to secure funding for adults with disabilities who desired to live independently. It was around that time Dene expressed interest in having her own home. A meeting was held with her parents and counselors, and a few months later, Dene became the first person in the state of Maryland to receive the grant!

“With every milestone in life, you face challenges, but we were pleasantly surprised how quickly Dene adapted to her new environment and how much she enjoyed her new found independence,” Dene’s Mother said excitedly.

After moving in, Dene soon welcomed a roommate—an Arc companion. Adding a companion was very beneficial in helping Dene transition into an independent living environment. Her roommate is there to assist when needed but Dene has grown fond of personally performing everyday chores such as shopping for groceries, light cleaning and she has even taken to growing vegetables!

When asked what she likes most about living independently, she became very excited about the ability to choose and participate in social activities. “I love the Arc holiday parties and the Bowling Bash!” She also enjoys her Saturday community outings, attending church, family time and going shopping every Wednesday! Dene has also been gainfully employed by the Salvation Army for over nine years, which helps with her living expenses.

Empowering Dene to live independently helped her grow and become more self-sufficient. The Arc Prince George’s County offers a wealth of valuable support and referral resources that enable program participants to achieve their personal goals.
“We look forward to our classes and learning all types of dance moves from African to Contemporary and Zumba, too!”

Melissa Ezelle, former Director of Community Partnerships at The Arc of Prince George’s County

Thank you!

Brooke Kidd, Executive Director Joe’s Movement Emporium
The Arc Prince George’s is home to some of the county’s most skilled and talented dancers… thanks to Community Partner, Joe’s Movement Emporium!

For over four years, Joe’s has partnered with The Arc to introduce movement, music and dance to Arc participants. “We look forward to our classes and learning all types of dance moves from African to Contemporary and Zumba, too!” says Melissa Ezelle, former Director of Community Partnerships at The Arc of Prince George’s County.

When participants visit Joe’s studio they enter a place of wonder, full of natural light, mirrors and open space. It’s a perfect setting for creativity and a breeding ground for joy and laughter. “When the dancers from The Arc arrive, they line up or make a circle and begin their warm up exercises,” says Brooke Kidd, Executive Director of Joe’s Movement Emporium.” Then, we go over choreography, dance concepts or basic technique.”

Both Joe’s and The Arc’s staff have noticed that dance has improved the participants’ ability to sit and stand for longer periods of time, and increased their stamina for participation in other Arc activities. Staff members from both organizations also have seen an increase in teamwork and social skills.

“One day in class an Arc student made it a point to go over to a fellow student who had a walker and invited him to dance. It was a very touching moment,” Brooke says. “It’s very uplifting to see how the dancers encourage each other.”

Brooke also told a story about Devin, a participant with cerebral palsy from Temple Hills. She mentioned how difficult it could be for him at times to move. However, when he comes to Joe’s and hears one of his favorite songs, he begins to scream like James Brown, grabs a dance partner and twirls her around over and over again. “He is an awesome dance partner and the joy he expresses is contagious! Devin is a great example of why we do what we do. He radiates with joy!”

Thank you Joe’s Movement Emporium for your creativity and dedication to The Arc’s staff and participants!
The Arc Employment Training Center provides 12-months of intensive office skills and overall job readiness training, ranging from telephone etiquette and work ethics to receptionist training and document management.

“The job coaches and trainers here are always positive and they push you to pursue your goals. They will not let anyone use your disability as an excuse and always remind you that a disability does not define who you are.”

Bre’Anna Wesley
Office Skills Training Program Graduate
Bre’Anna started at The Arc Prince George’s Office Skills Training program in early April 2015 with the desire and motivation to learn new skills, refresh current ones and carve a path to a new career in administrative support. She had been in a few training programs before this one, including one that was self-paced, but it wasn’t until she enrolled in the Arc’s program that her goals seemed reachable.

Focused and determined, Bre’Anna attended and excelled in the classes offered by the Office Skills Training Center, which led to a 5-month internship with the Family Crisis Center in Hyattsville, Maryland. There, she put her skills to good use by greeting clients and guests, answering phones, creating documents and business cards, monitoring the Center’s calendar and scheduling appointments. Because of this hands-on training and the support of her job developer, Bre’Anna is well-equipped to enter the job market. She is on track to graduate from the program in June 2016.

“The job coaches and trainers here are always positive and they push you to pursue your goals,” says Bre’Anna. “They will not let anyone use your disability as an excuse and always remind you that a disability does not define who you are.”

Bre’Anna’s story goes beyond the success she realized in the training program. Because of her dedication to improving her life and the lives of her peers, she was elected to The Arc Prince George’s County’s Board of Directors.

“Bre’Anna’s past and present experience as an Arc program participant, brings a level of insight that is important to the future and growth of the organization,” says Executive Director, Rob Malone. “Having her as a member of the board gives us firsthand knowledge of what programs and policies are effective and what things need further attention.”

“I am honored to be chosen for such an important position,” says Bre’Anna. “But more than that, I am proud to be a voice for fellow Arc participants.”
Luis’s Story

Luis came to the program in 2015 with a few medical issues, a quiet speaking voice and a double desire to be a receptionist and work with animals, especially horses. Being very soft spoken, it didn’t seem feasible for Luis to land a job answering phones, but he was persistent. He would often tell the staff at The Arc that he wanted to assist with the phones and also spoke of his dream of working with horses. Eventually, his persistence and participation in the Community Links program led to a part-time receptionist job at The Arc. Luis currently grooms horses at a local horse farm. Dreams really do come true!

Joey’s Story

Joey came to the program in 2013 unsure of what he wanted to do. It was during the same time that Community Links developed several partnerships with different organizations. One of the organizations was the Brentwood Arts Exchange Center. Joey attended and honed his talents as an artist, spending hours painting and drawing. He soon became a prize student and, in 2015, local news outlets began to feature him and his work, on television and in newspapers. From that exposure, Joey is now selling his work and growing a clientele, including The Arc Prince George’s County’s very own Executive Director, Rob Malone!
The Community Links program is a valuable resource that helps The Arc participants identify their gifts, talents and employment potential. It’s a program that focuses on community inclusion, pairing the disabled with non-disabled through activities, classes, and meaningful volunteer and paid opportunities. Those who participate, not only discover their strengths and abilities, but also enthusiastically use their skills to support local businesses and organizations.

Ronnie Haskins, Director of Vocational Services, says the Community Links program is a win-win situation for both participants and the businesses and/or organizations that hire, train or obtain volunteers from The Arc Prince George’s County’s talent pool. According to Haskins, “The participants get an opportunity to sharpen their skills and the recipients benefit by hiring or training individuals who are talented, hardworking and eager to learn.”

The process of finding opportunities is fueled by Person-Centered planning. This includes the Community Links team creating a profile for each individual, highlighting their strengths, abilities, interests, preferences, and circle of supports. Once completed, participants are paired with opportunities that best match their profiles.

In 2015, the Community Links program saw an increase in participants securing positions, both volunteer and paid, as well as those who became entrepreneurs, such as Joey.

The Community Links program is a viable part of The Arc Prince George’s County’s developmental structure and has seen significant growth and success in 2015. The program will eventually replace the traditional Day Programs. Going forward, the program’s staff hope to see an increase in organizations offering positions to those with intellectual and developmental disabilities. “We are not asking for a hand out, we are asking for opportunities to provide a service,” says Haskins. “We have skills to offer the businesses in our community and a proven track record of providing optimal goods and services.”

To find out more about the Community Links program, contact Ronnie Haskins, Rhaskins@thearcofpgc.org.
EXPENSE BY PROGRAM

- Family/Community Services: $3,528,778
- Employment: $1,771,877
- Residential: $12,693,375
- Adult Day Services: $4,632,489
- Transportation: $1,372,558
- Management & General: $1,912,376
- Fundraising (not shown in graph, <1%) $73,644

TOTAL: $25,985,097

REVENUE BY SOURCE

- Program Service Fees: $22,008,387
- State & County Grants: $2,433,224
- Consumer Fees: $919,825
- Fundraising: $304,995
- Other: $318,006

TOTAL: $25,984,437
Abell Foundation
Alco Pharmacy
Department of Housing & Community Development
Hays Companies
HSC Foundation
Maryland Department of Education
Maryland Department of Transportation
Prince George’s County Council
Prince George’s County Department of Family Services
Prince George’s County Public Schools
South Gate Clinton Lions Club
United Way National Capital Area
Urban Mass Transportation Administration
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2015 Day Centers

Alley Cat Rescue
Greenbelt

Art Works Now
Mount Rainier

Archdiocese of Washington
Hyattsville

Baile’s African Drum Works
Forestville

Blu Mercuri Photography, LLC
Clinton

Brentwood Arts Exchange
Brentwood

Busboys & Poets Café
Hyattsville

C. Results Fitness and Training
Largo

Catholic Charities of DC/
Share Food Network
Landover Hills

Creative Edge Digital Media
Hyattsville

E.C. Coleman
Laurel

Fairlands Aquatic Center
Laurel

Focus on Fitness
Prince George’s Parks & Recreation
Therapeutic Department

Gateway CDC Artists Studios
Brentwood

Greenbelt Pool &
Recreational Center
Greenbelt

Henson Valley Christian Church
Fort Washington

Community Centers in
Prince George’s County
Hillcrest, Beltsville, Bladensburg, Lake Arbor, Temple Hills, Tucker Road

Prince George’s Public Libraries
Hillcrest Heights, Laurel, Bladensburg, Oxon Hill, and Largo-Kettering

Clint Hyson
Laurel

James Yarsky
Mount Rainier

Joe’s Movement Emporium
Mount Rainier

Kenilworth Gardens
Kenilworth

Langley Park Senior Center
Langley Park

Laurel-Beltsville Senior Activity Center
Laurel.

Louise Pyles Dance Studio
Brandywine

Merkel Farms
Bowie

Ms. Nicole’s Therapeutic Horseback Riding School
Upper Marlboro

Museums & Nature Trails
various locations across the DC Metropolitan Area

Montpelier Art Center
Montpelier

Neighborhood Fitness, LLC
Largo

Oxon Cove Farm
Oxon Hill

Prince George’s Community College Natatorium
Largo

Prince George’s County African American Museum & Cultural Center
North Brentwood

Prince George’s Ballroom
Landover

Pyramid Atlantic Art Center
Silver Spring

Through My Lens
Therapeutic Photography, LLC
Brentwood

University of Maryland
Extension Office
Largo

Suitland High School
Suitland

Yobics, Inc.
Largo

Washington Printmaker’s Gallery
Silver Spring

Well Space Studios
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