



ripples of hope
The Arc Northern Chesapeake Region

2001 ANNUAL REPORT

Let no one be discouraged by the belief there is nothing one man or one woman can do against the enormous array of the world's ills – against misery and ignorance, injustice and violence...Few will have the greatness to bend history itself; but each of us can work to change a small portion of events, and in the total of all those acts will be written the history of this generation...

It is from the numberless diverse acts of courage and belief that human history is shaped. Each time a man stands up for an ideal, or acts to improve the lot of others, or strikes out against injustice, he sends forth a tiny ripple of hope, and crossing each other from a million different centers of energy and daring, those ripples build a current which can sweep down the mightiest walls of oppression and resistance.”

Robert F. Kennedy 1925-1968

For almost 50 years, The Arc has sent forth tiny ripples of hope which together have brought about change in the form of rights and opportunities for individuals with developmental disabilities and their families in an effort to enrich lives and fulfill dreams.

The Arc

Northern Chesapeake Region

assists people with developmental

disabilities to identify and pursue

personally valued lives.

A Message from the President and Executive Director



We are at an exciting place in The Arc's history!

The 2001 Session of the Maryland General Assembly ended with a victory for persons with developmental disabilities and their families by unanimously passing a 5-year plan to increase wages of direct support staff in Developmental Disabilities Administration-funded community programs. The Governor signed the bill into law in May.

Committed to meeting The Arc's goals as laid out in the strategic plan, we continue to evolve as an agency that builds partnerships and community connections to better support individuals with developmental disabilities and their families. Through these partnerships, we have acquired technology on behalf of individuals so they can communicate more effectively and live more independently. The Arc continues to make strides in building a well-trained, enthusiastic workforce who is consistently improving their quality of service and support. We believe we have been successful in accomplishing some of these goals in 2001.

We could not have achieved these goals without our dedicated staff who continue to make a difference and send forth tiny *ripples of hope*. We're proud to share The Arc's 2001 Annual Report with you and a few stories that exemplify its most prized possession...its staff...present and past. Please share with us in celebrating their successes as well as recognizing the impact of prior employees who have made it possible to be where we are today.

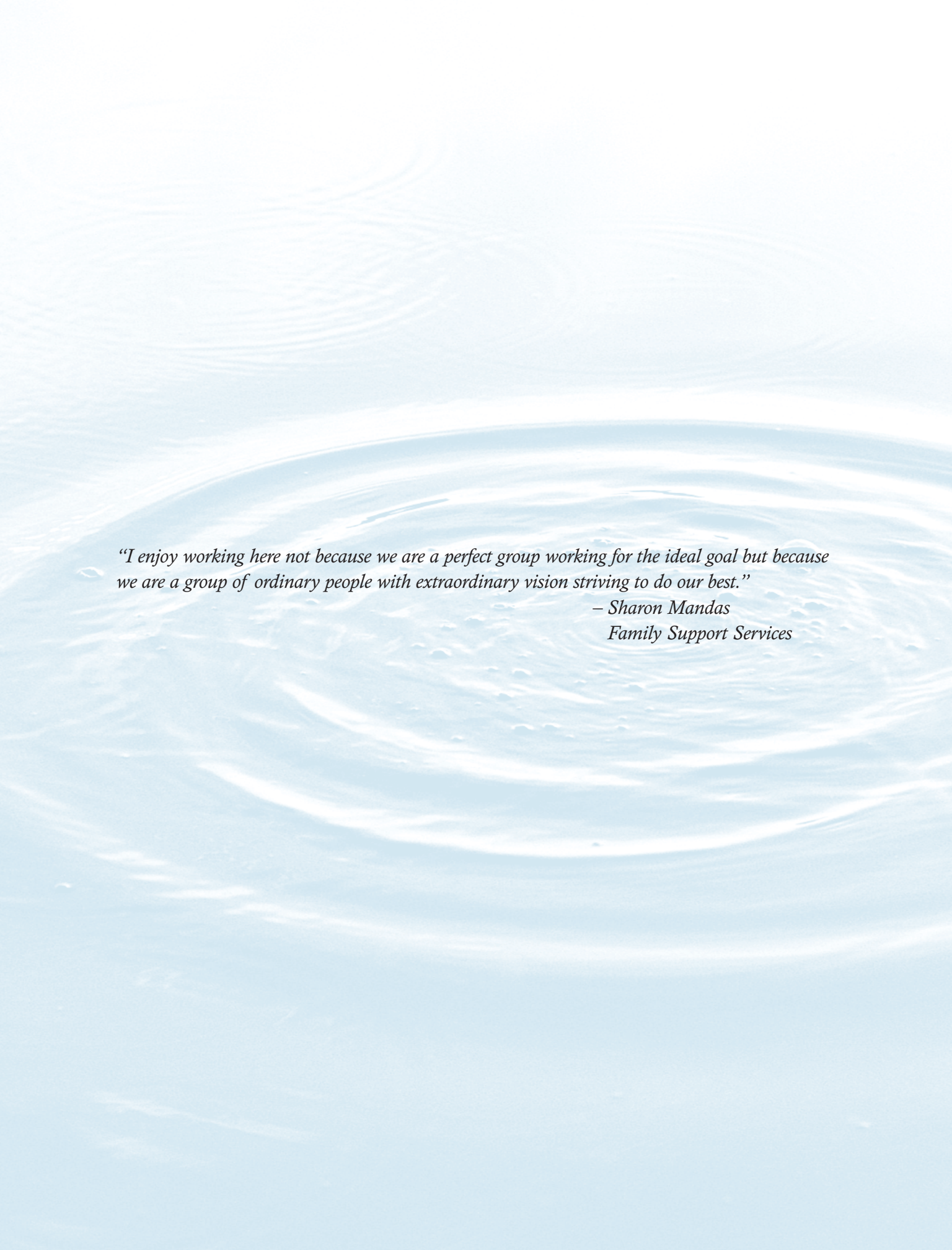
As for what is on the horizon, planning has begun for The Arc's 21,000 square foot new building and renovation project to be built on the Philadelphia Road property. The new facility will serve as a visible symbol of Harford and Cecil Counties' continuous commitment to empowering people with developmental disabilities. All of us are looking forward to a late summer groundbreaking in 2002.

We are deeply grateful for all of those who support us in ways that continue to demonstrate the commitment of those involved with The Arc. Thank you for making a difference. To those of you who ask "how can I", we extend an invitation to visit us at one of our monthly open houses...participate in our local community events...volunteer...see how we're making a difference in the lives of people in your community.

To our friends everywhere, a heartfelt thanks for your support.

Jesse Bane
President

Tim Quinn
Executive Director



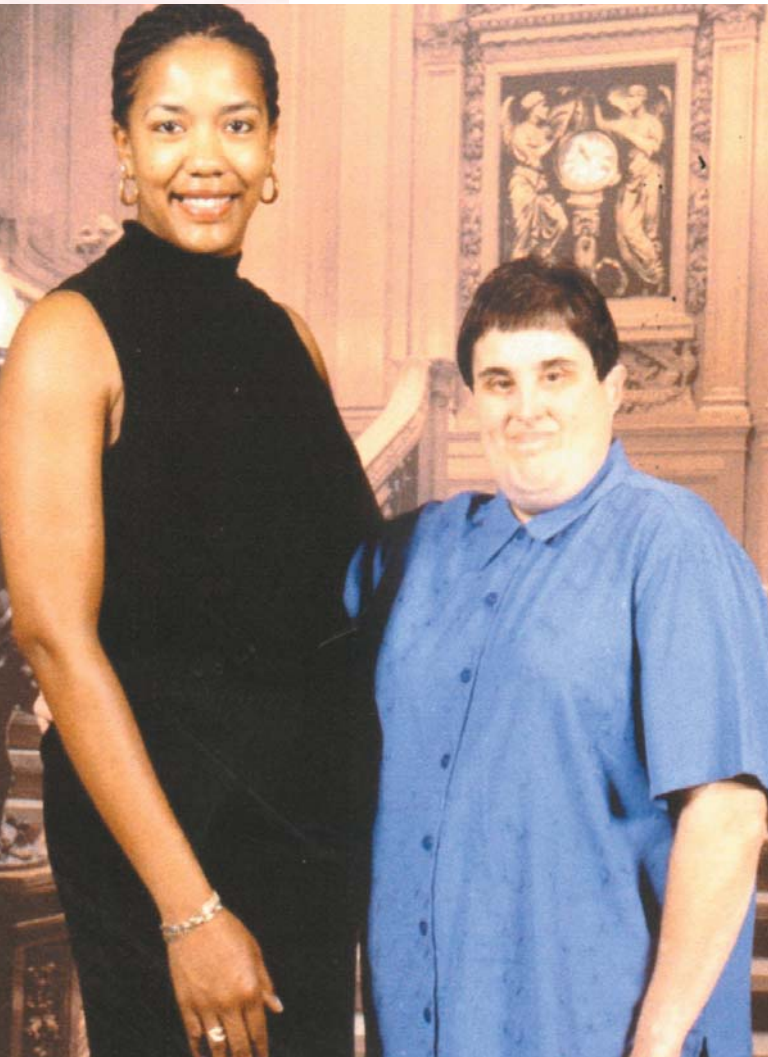
“I enjoy working here not because we are a perfect group working for the ideal goal but because we are a group of ordinary people with extraordinary vision striving to do our best.”

*– Sharon Mandas
Family Support Services*

Supported Living & Support Services

If you have the time, ask Cindy Kolchin what she likes to do. People First meetings, walking through her neighborhood, going to the grocery store and the Dollar stores, going to basketball games, the state fair...the list goes on. Cindy and her friend and neighbor, Marilyn Spencer, both have very active social lives thanks to Yolanda Parker, Support Counselor at The Arc.

Yolanda Parker started working for The Arc in July of 1991. "I thought it sounded like a fun thing to do for a part-time summer job while I was in college," she said. "But then I never left!" After earning her degree, Yolanda became a full-time employee, working evenings and weekends with Cindy and, a few years later, with Marilyn. Energetic is just one of the words people use to describe Yolanda.



The Arc believes in typical adult lifestyles in their communities for all individuals with disabilities regardless of the severity of the disability. From drop-in-help with food shopping and bill paying, to around-the-clock support and complete personal care, Supported Living & Support Services trained staff work with each individual to help people meet the challenges of everyday life, to remain connected to family and friends, to build new friendships, and to take an active part in their communities.

The Arc offers customized assistance to people in their home and community life based upon the individual's specific needs. Individual Support Services generally total a few hours each week to assist people in doing the things they need and want to do in their social, spiritual or personal life, their employment or their education.



ripples of hope

Commitment is another adjective that Yolanda exemplifies. She has been Cindy's support person for more than 10 years. She has seen Cindy move out of a group home with live-in staff and into an apartment where Yolanda "dropped in" for a few hours each day rather than living with Cindy. Cindy also left the Arc's work activity center where she made a few dollars a week to assume a job with McDonalds. Six years ago, Yolanda helped Cindy make the transition to homeowner when Cindy purchased a condominium in Bel Air. Having Yolanda by her side through these major life changes has made all the difference. "Cindy is more confident in herself. She does more on her own. I used to write out the checks to pay her bills. Now she tells me when the mortgage is due and we sit down together while she writes out the entire check herself," says Yolanda.

Yolanda helps Cindy and Marilyn make their own decisions. She has shown them how to look through the newspaper for interesting things to do on the weekends. They are season ticket holders to the Harford Community College summer plays. One of their neighbors gave them the schedule for Bel Air High School basketball games, which they attend regularly. Yolanda also takes Cindy to the library to use the Internet. "She e-mails her family members and visits the Orioles and Ravens websites." Cindy is a huge sports fan!

Cindy knows her neighbors, and people throughout Bel Air and Harford County know her. It's important for people to get out and participate in the community they live in. Mike Marshall, Director of Supported Living and Support Services at The Arc, agrees. "Yolanda understands the value of helping people with disabilities have the opportunity to interact with others. For example, she helped Cindy and Marilyn to make a dish to take to the neighborhood pool party this summer. That's how people we support make friends and learn how to be good neighbors."

*"No one could work at The Arc without support from their colleagues.
Team Work is encouraged and supported here."*

– Kris Butcher

Family Partnership Program



Shawn Walker had a dream...Most of his young adult life, Shawn loved cars and desperately wanted to obtain his driver's license. Earle Scoggins, Employment Specialist at The Arc, recognized that Shawn pursuing his dream of driving a car would enhance his responsibilities and performance with his current employer, Bel Air Auto Body Shop. So Earle went to work. He tape recorded for Shawn all of the possible questions and answers that one could possibly be asked on the learner's permit examination. Shawn studied vigorously for nine months to prepare for the exam and subsequently went through 30 hours of classroom instruction, six hours of driving instructions, and forty hours of required practice driving. In December of 2000, Shawn came closer to living his dream...he passed the exam. Now Shawn is looking forward to obtaining a permanent license and even having his own car one day. Since Earle's work with Shawn, two additional adults supported by The Arc have expressed interest in obtaining their licenses. Even though both individuals are moving at different paces, one fact remains the same...the feeling of pride by everyone involved when good things are accomplished.

Employment Services

“I love having the opportunity to work for an organization where the vision is big, big, big! In our jobs we have the chance to look beyond the day to day. We get to participate in activities, committees, and efforts that make our entire community a better place...and that makes life better for people with disabilities!”

*– Kathy Perkins
Training & Staff Development*

ripples of hope

And Earle has a lot to be proud of when it comes to accomplishments. Take E-Buddies for instance, a subsidiary of the Best Buddies program initiated by Anthony Shriver that helps build friendships and improves computer, writing, and spelling skills for individuals with and without disabilities. Earle served on the advisory board for Best Buddies of Maryland. He arranged a meeting at The Arc and invited people to experience going “on-line”. Since Earle’s tenure on the board, Best Buddies has become more aware of the need for this service in Harford and Cecil counties. A program such as Best Buddies doesn’t come without challenges. There are reading and writing issues that can be a road block as well as the mechanics of actually getting on-line. With **encouragement**, Earle has succeeded in eliminating some of the fears that people typically have with computers. An individual receiving Employment Services from The Arc who works at Battelle views her E-Buddies mail during her lunch hour with the full support of her supervisor. Since its formation in 1997, E-Buddies has matched many participants and has a respectable list of people without disabilities waiting to be “matched.”

These are only two examples of the work over Earle’s nine year tenure at The Arc that has helped chip away the fears and stereotypes sometimes associated with people with developmental disabilities. Earle adds, “I enjoy making a positive difference in people’s lives. I get a kick out of it.”

Employment Services supports adults and transitioning youth in securing employment based upon their preferences and job skills. Individuals may choose to pursue a position as an employee of a local business or as a member of a small group working at one or more job sites. Staff experienced in job development, job coaching and coordination, work with individuals and their families to identify and achieve employment outcomes. Transportation through The Arc or transportation coordination assures that people get to work as scheduled. The Arc assists those who are semi-retired or between jobs to participate in a variety of community activities such as part-time employment, taking classes, exercising at an athletic club, or pursuing volunteerism.



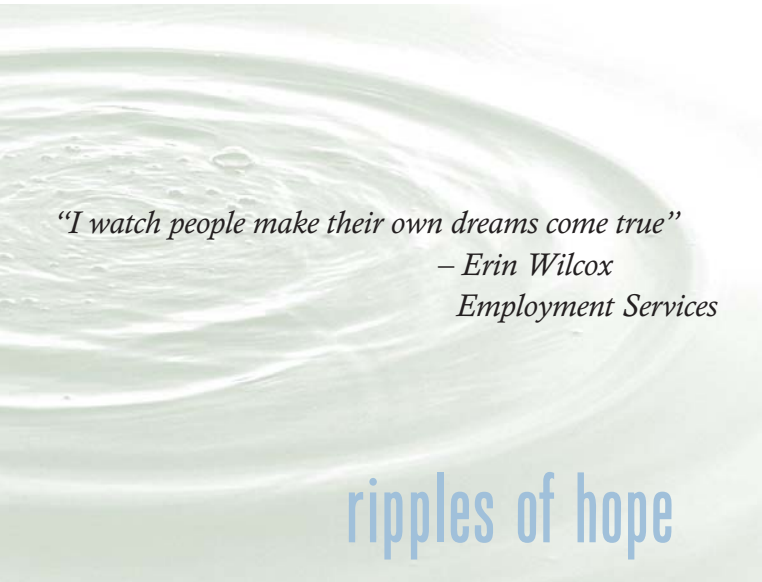
Family Support Services



Family Support Services is designed to provide supports to families of children with developmental disabilities between the ages of 0-21 living in the community. A wide range of services are provided based on the specific needs of each family. Dedicated Family Support staff assist in meeting everyday needs, support that is often crucial in avoiding family crises that can become costly, both emotionally and economically.

Sue Rattman is a community “bridge builder”. One of The Arc’s Family Support Service’s Coordinators, Sue reaches out to parents of children with disabilities with information and compassion. In 1994, Sue connected with a friend from Family Support Services and took an active part in the parent group where other parents could share the experiences of raising children with disabilities. Sue could most certainly identify with their concerns. Her son, Adam, was diagnosed with Hunter’s syndrome, a genetic condition that restricts her son’s cognitive and physical development. Working at The Arc fulfilled Sue’s need to be connected to people who “understood how she felt.”

Brenda and Joe Rotondo was one such family. Sue met the Rotondos during a home visit and shared their concerns about their son Joey, a child born with “Cri Du Chat” syndrome, a rare chromosomal defect that caused severe disabilities. After trying for some time to manage on their own, the Rotondo’s reached out to Sue and The Arc. Sue went to work and collaborated with her colleagues in Family Support, other staff members, and the local community. As a team, Sue and Family Support Services not only helped to advocate to increase Joey’s services but were committed to networking with local contractors. In the Spring of 2000, the end result was the total funding of a ramp that would allow Joey to have better access to his school bus. Because they lived on a narrow court, Joey had to meet the bus on the street behind his home. Unable to negotiate the gully between their house and school bus stop, Joey was often carried by Brenda, who found doing so more difficult as Joey grew older. Through Sue’s efforts and collaboration with her colleagues and the local community, Joey now has a walkway with railings to enable him to walk to the bus stop by himself.



“I watch people make their own dreams come true”

– Erin Wilcox

Employment Services

ripples of hope



In the Fall, when Joey had back surgery, Sue helped to arrange and fund respite caregivers to give the family time off that they so desperately needed. Just as important, Sue was committed to staying in contact with the family during this difficult time. She recalls, “Knowing how much support I needed in my situation, is a constant motivator to keep in contact with families during times like these.”


Sue continues to provide the emotional support and practical help to other families like the Rotondos by **networking** with her parent and staff teams and the local community. Team effort was never more apparent for Family Support Services this year. They won the 2001 Harford County Executive Partnership Award for partnering with other groups...partnering that contributes significantly to the presence and participation in community life for individuals with disabilities.

Sue adds, “The fact that care for a child with a disability never ends is our common link. As parents we want our kids to be independent, but for our boys, independence is a whole different thing.” Sue Rattman...continuing to send forth ripples of hope and improving the lives of others.

Family Partnership Program



The Family Partnership Program is a newly developed care giving model that champions its ability to work with children in out-of-home placements through the foster care system and adults with disabilities wanting a family support model to live and thrive in the community. Under the Family Partnership Program, there are two types of professional parents. One type of professional parent works intensively with the child's family and community supports to return children to their homes and help them achieve permanency. The other type of professional parent wants to provide a nurturing and supportive home to an adult with a disability looking to live in a family setting while taking an active role in their community.



“I like being part of an agency that is moving forward”

– Gail Fricke

Employment Services

ripples of hope

Dublin United Methodist Church started the process for Arnold and Billie Jean Smith who desired opening their home to a child with special needs. The church recommended the couple to Kris Butcher, Director of The Arc’s Family Partnership Program, who did much more than the couple anticipated. Kris not only helped “extend their family” to include their foster daughter Crystel, but also Crystel’s mother, Quen, and her brother, Marion. Together, The Smith’s and Quen have worked together to support Crystel in her move to their home and to begin planning for her future. Kris, adds, “The biggest challenges that we face concern trust and the ability to take risks. It is a process for families to trust my skills and their abilities.”

Arnold and Billie Jean did not plan on opening their home to a teenager. Their original foster request was for an elementary school-aged child but after encouragement from Kris to “take a risk”, they actually set up a meeting with Crystel and willingly opened their hearts to the concept of caring for a teenager. Quen shared that she “never thought she’d care about someone who was a foster parent to her child.” Often children in foster care are torn between their family and their foster family. Kris encouraged the families to work in **partnership**. Kris recalls, “this partnership helps children to maintain a close bond with family members, while keeping a positive view of themselves and their future. Recently, Crystel was able to celebrate her 18th birthday with her family and close friends. Because her foster parents included her mother in the planning and celebration, this day was truly special.

Today, Crystel is a typical teenager like any others her age, bringing experiences to the Smith’s that will continue to challenge them but reward them many times over. Crystel, Arnold Smith, and her foster brother are taking a karate class together. Crystel is in a bowling league and enjoys singing in the Dublin Jammer’s Choir as well as listening to her favorite group ‘NSYNC. Kris describes the Smith’s experience as an extraordinarily giving family. “We are lucky to be able to recruit such skilled and caring treatment parents.” Often foster parents spend years contemplating the decision to open their home to a child.

This whole experience reaffirms the power of foster families. There are still children in Harford and Cecil Counties that need foster families to deal with their individual needs. Kris adds, “The foster family makes the difference in the life of the child. My role is that of guide-to identify needs and provide the resources ...they do the tough work.” What does Kris’ journey to the future look like? “Recruitment and continued training to meet each foster parent’s needs, partnering with the community, and person-centered recruitment for adults,” she says. These extraordinary parents, in addition to committed staff like Kris, are motivated by the desire to make a difference in the life of a child and, in the process, set the stage for brighter futures.

2001 Board of Directors

Jesse Bane, President
Nancy McKee, Vice President
Pat Ourednik, Treasurer
Phyllis Baird, Secretary

Elected Directors

Troy DuBois
Dorothy Engler
Beatrice Kolchin
Charles Kramer
Harold Lootens
Michael Raidt

Immediate Past President

Jeff Foucault

2000-2001 Standing Committee

Priscilla Belfiglio
Janice Canavan
Leah Carter
Vernon DeHaven
Gail Fricke
Mike Kirby
Denise Mackowiak
Bess Reed
Wayne Shannon
Pat Terry
Janice White

Administration

Timothy Quinn
Executive Director

Regina Lee-Dawson
Director
Administrative Services

Patricia Foley
Director
Financial Services

Mitchell Neiburger
Director
Quality Assurance

Mike Marshall
Director
Supported Living & Support Services

Magi Erstad-Bostwick
Director
Family Support Services

Gail Fricke
Director
Employment Services

Mara Walter
Director
Development

Kathy Perkins
Director
Training & Staff Development

2000-2001 Staff Anniversaries**Nineteen Years**

Jean Coldiron

Seventeen Years

Ginny Simpson

Sixteen Years

Angie Canami

Fifteen Years

Sonja Wilson

Fourteen Years

Charles Cook

Thirteen Years

Sarah Ahmed
Beth Greiner
Bess Reed
Toni Webster

Eleven Years

Donald Hale
Adriana Kubin
Regina Lee-Dawson
Mitchell Neiburger
Tim Quinn

Ten Years

Kim Claypool
Linda Corea
Gail Fricke
Chally Lester

Five Years

Anna Asbury
Robert Ayers
Pat Foley
Rosario French
John Fry
Jean Rader
Sue Rattman
Faith Walden

*Staff anniversaries are for the period
from July 2000 through June 2001.*

**2001 ANNUAL FUND
CAMPAIGN: \$30,085
Howard Klein, Chair**

\$5,000 LEVEL
Anonymous

\$2,000 AND OVER
The Drescher Foundation, Inc.

\$1,500 AND OVER
Howard Klein

\$1,000 LEVEL
The Heuther-McClelland Foundation
The Gap Foundation

\$500 LEVEL
Lawrence and Barbara Adam
Colgate Benevolent Foundation, Inc.
Forest Hill State Bank
The Harford Mutual Insurance
Harford Sanitation Service
John and Kelly McElwain

\$250 LEVEL
Homer and Mary Barnard
Emylon Bodt
City Pharmacy of Elkton, Inc.
Custom Direct
Lions Club of Bel Air
James and Carole McKee
McKee & Associates, Inc.
Northern Pharmacy and Equipment
Patricia Ourednik

\$100 AND OVER
Advance Business Systems
Harold and Marion Andersen
B.W. Mechanical, Inc.
Mario and Elsie Baca
Bel Air Construction
Charles and Lucille Blades
Dorothy Borgmann
Angela Eaves
Fallston Heating & Air Conditioning
Patricia Foley
Golden Corral
Malcolm and Anne Goodman
Billy and Jeane Gross
J.M. Huber Engineered Materials Corp.

Alice Humphrey
Independent Can
Key Bank and Trust
Linda Martin
Patrick and Lisa McGann
Rick and Julia Morrison
Curtis R. Pace
Wilbur and Elizabeth Pearce
Geraldyn Praskievicz
Richard Princinsky Assoc. Health Insurance
Tim Quinn
Richlin Ballroom
Dr. David Schrupf
Skylight Creative Ideas, Inc.
Katie Smith

**2001 HOLIDAY FUND DRIVE: \$7,435
John & Dotty Myers, Co-Chairs**

\$1,000 LEVEL
Raven's Nest #1

UP TO \$500
Mr. & Mrs. Lawrence Adam
Bethel Presbyterian Church
Churchville Automotive Diagnostic Center
John & Kelly McElwain
Mr. & Mrs. Ernest Memphis
Trinity Evangelical Lutheran Church

UP TO \$250
Emylon Bodt
Harford Mutual Insurance Co.
Mr. & Mrs. John Myers
Shore Is Clean
St. Ursula's Third Friday Club

\$100
Mario and Elsie Baca
Gary Barone
Lorraine Bergkvist
B.W. Mechanical, Inc.
Chesapeake Professional Womens Network
Everett Benfield, LLC
Mr. Kent Ferrell
Bea & Richard Kolchin
Ms. Linda Martin
Mr. & Mrs. James McKee
Mrs. Katie Smith
Mr. Edward Stubbs, Jr.

**2001 GENERAL DONATIONS
\$10,000**

The Drescher Foundation

\$1,000
Maryland State Arts Council

\$715
Knights of Columbus Maryland
State Council

\$100
Lioness Club of Aberdeen
St. Mary's Episcopal Church

The Arc Development Office recognizes all donors for their generous gifts and support during the past giving year, July 1, 2000-June 30, 2001. We have made every effort to be accurate in our list of donors. Please contact us at 410-879-6785 with any misspellings, errors and/or omissions so that our records can be corrected. The Arc is a private, nonprofit, 501 (c) (3) tax-exempt agency. The audited financial statements are available for public review during business hours at The Arc Northern Chesapeake Region Administrative Office, 4513 Philadelphia Road, Aberdeen, Maryland 21001 or by calling 410-879-6785, attention Pat Foley. Documents and information may also be obtained from the Office of the Secretary of State at 410-974-5534 for the cost of copies and postage.

WHERE THE MONEY GOES – EXPENSES BY PROGRAM

Source and Application of Fiscal Year 2001
Expenditures and revenue for the period beginning July 1, 2000 and ending June 30, 2001

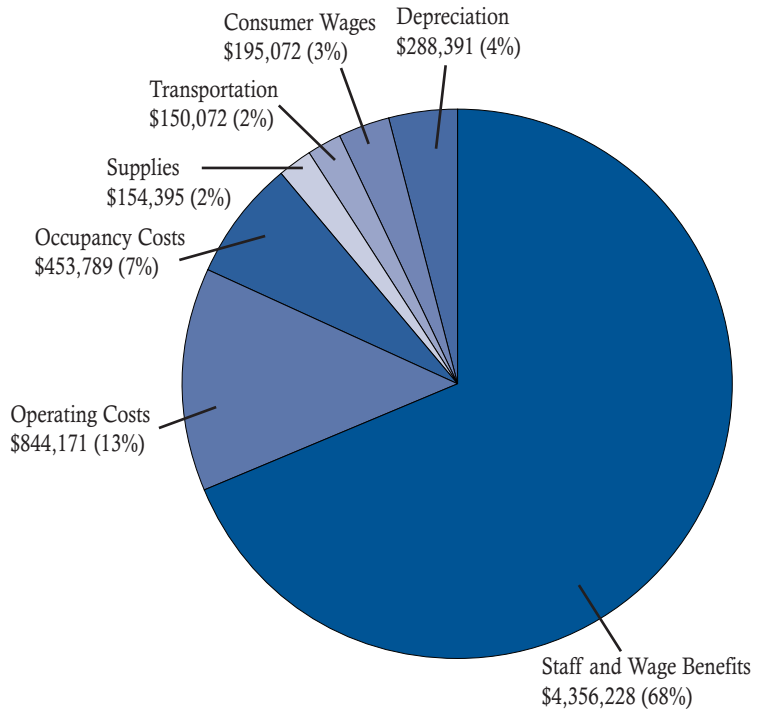
Fundraising1%
Management and General11%
Residential42%
CSLA10%
Day Program8%
Supported Employment13%
Client Transportation8%
Family Support Services4%
Individual Support Services3%
Treatment Foster Care & Adoption Services1%
Other0.2%



Serving Harford & Cecil Counties

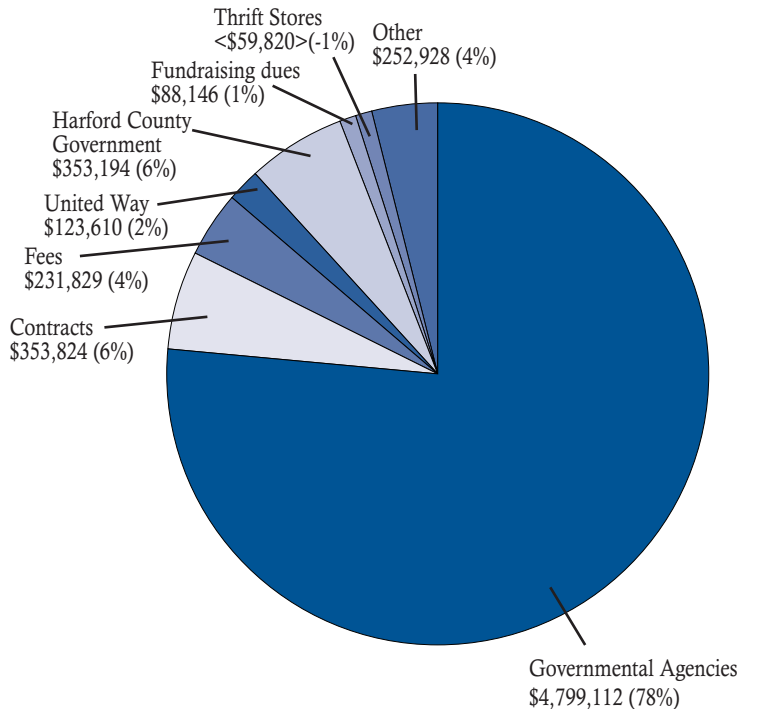
TOTAL EXPENSES = \$6,442,118

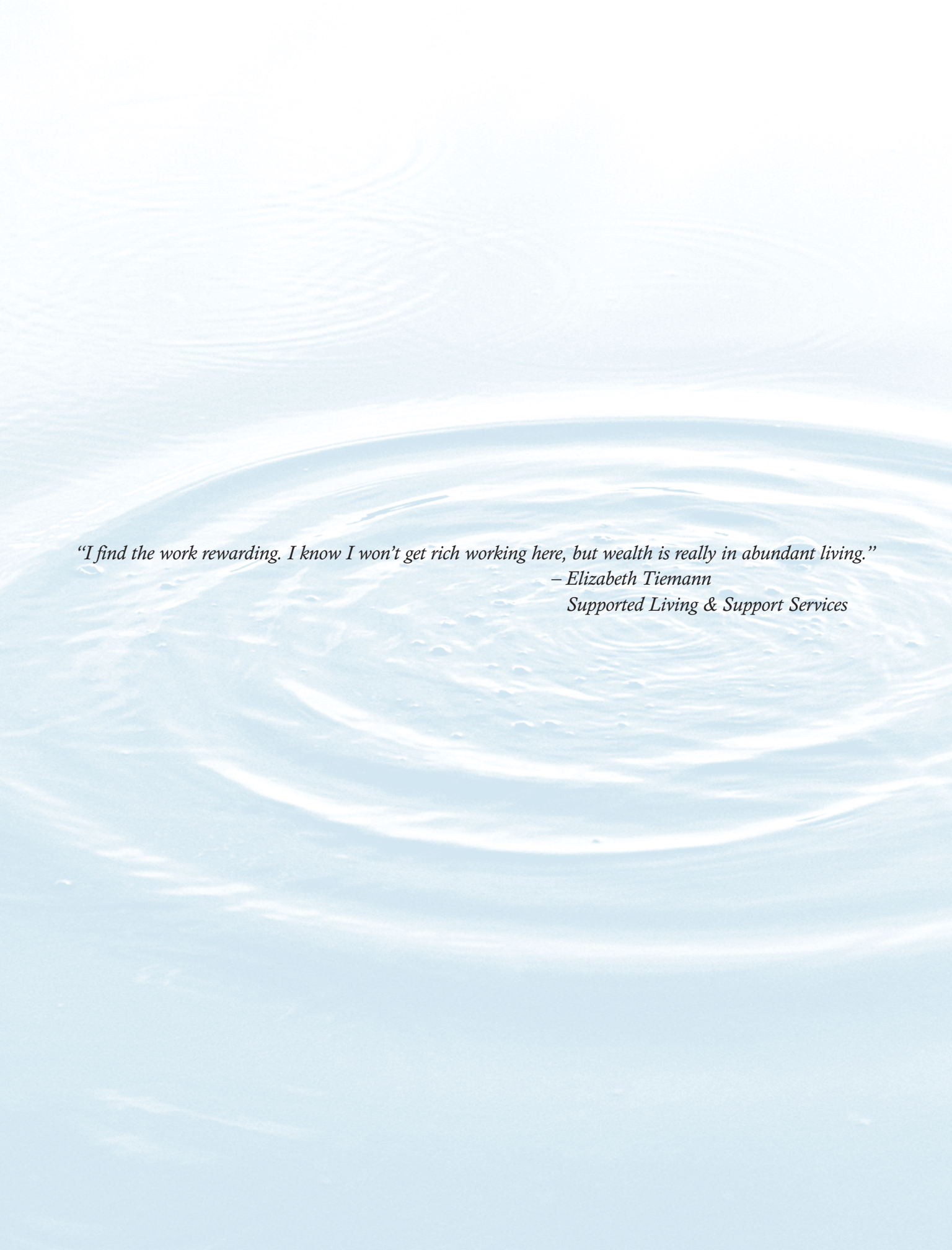
Staff and Wage Benefits	\$4,356,228
Operating Costs	\$844,171
Occupancy Costs	\$453,789
Depreciation	\$288,391
Consumer Wages	\$195,072
Supplies	\$154,395
Transportation	\$150,072



TOTAL REVENUES = \$6,142,823

Government Agencies	\$4,799,112
Contracts	\$353,824
Harford County Government	\$353,194
Fees	\$231,829
Other	\$252,928
United Way	\$123,610
Fundraising, dues	\$88,146
Thrift Stores	<\$59,820>





“I find the work rewarding. I know I won’t get rich working here, but wealth is really in abundant living.”

– Elizabeth Tiemann

Supported Living & Support Services

The Arc Northern Chesapeake Region is a local chapter of The Arc of Maryland and The Arc of the United States, the largest volunteer organization in the world devoted exclusively to improving the quality of life for all adults and children with mental retardation and their families. It is an affiliate agency of The United Way of Central Maryland and The United Way of Cecil County.

Photo credits:

 Ginna Drahan, LLC. (Employment Services, Family Support Services,
 Family Partnership Program, A Message From The Executive Director & President);
 Royal Caribbean Cruise Lines (Supported Living & Support Services).



The
Arc
NORTHERN
CHESAPEAKE
REGION

Serving Harford & Cecil Counties

Contact Information
The Arc Northern Chesapeake Region
P.O. Box 610
4513 Philadelphia Road • Aberdeen, MD 21001
410-879-6785 • 410-836-7177
Fax 410-893-3909

Visit Us On The Web
www.arcncr.org