

# 2015 ANNUAL REPORT

## Achieve with us.

Dear Friends of The Arc:

It was another busy and successful year for The Arc of Delaware! We are very grateful for our many diverse partnerships with people we serve, our members, our state and federal legislators/leaders, advocacy and provider groups, the Division of Developmental Disabilities Services, Division of Vocational Rehabilitation, Bank of America, and numerous other employers and businesses. Here are some of the highlights from 2015:

**Celebrating community partnerships:** The Arc of Delaware received a new record of \$581,935 in grants from foundation partners. With this solid foundation, we are building a new, fully accessible home in Bear to serve four persons with intellectual/developmental disabilities (I/DD) who also have major medical challenges.

**Expanding services:** Our employment program in Kent County nearly doubled with increases in supported employment, follow along, job development and placement. The Arc of Delaware was also approved by DDDS to provide non-facility based day services in both New Castle and Kent Counties, and several individuals are already benefitting from volunteer experiences in the community.

**Facilitating leisure time:** Our popular dances, picnics, movies, and other events continue to thrive, with attendance at individual dances often exceeding 300 persons. Our New Castle County dances found a new home at the Tatnall School in Wilmington in 2015. We also held our first dance in Sussex County, and have initiated plans to expand membership, volunteers and outreach services for the growing population of persons with I/DD in this county.

**Advocating for civil rights:** We were very pleased to have prevailed in one housing discrimination lawsuit we filed in Delaware last year, and we're currently negotiating for a winning settlement in a second case. While lawsuits are not pleasant, we persist so these cases will set precedents that help preclude housing discrimination in the future.

**Raising awareness:** Our 2015 Golf Tournament featured an extremely accomplished golfer, athlete and speaker Brad Hennefer, who also happens to have Down Syndrome. The tournament raised a very positive net of \$43,000 in unrestricted funds to support our mission. We also set a new record of \$16,121 raised at our 2015 annual Run Walk and Roll event.

**Looking forward:** 2016 and beyond promise to be even more crucial for the persons we serve, our agency and our mission, as our state and nation face growing financial challenges. We are carefully monitoring Delaware's State Transition Plan to comply with new Medicaid regulations for community-based services, which could radically change where and how future services are provided in this state. We're also working with agencies and legislators toward ensuring the long awaited Medicaid-funded family support services for people with I/DD living at home will become a reality in Delaware.

With gratitude to all of our community partners, I invite each of you to join the people we serve and our agency in actively planning and advocating for improved services, opportunities and futures of choice.



Terry Olson  
Executive Director



## PROGRAMS AND SERVICES

### ADVOCACY

Promoting and protecting the civil rights of the estimated 27,000 Delawareans with intellectual and developmental disabilities (I/DD) is what drives The Arc of Delaware. By providing a voice at the state and local legislative levels, we champion the policies, services and funding needed to secure civil rights in housing, employment, health care, education, criminal justice, accessibility and more. We work closely with community leaders and influencers, the media and other agencies to foster respect, raise awareness and remove attitudinal barriers to full community inclusion and acceptance of people with I/DD.



*Volunteers help beautify The Arc of Delaware group homes during United Way Days of Caring.*

### HOUSING

In partnership with the Delaware Division of Developmental Disabilities (DDDS), The Arc of Delaware Housing program supports safe, accessible and affordable group homes in neighborhood communities. To date, we have built or acquired over 80 properties throughout the state, providing DDDS with residential capacity for more than 320 individuals with I/DD. In addition to comprehensive property management, our 24-hour maintenance team provides emergency services as needed to keep these homes safe and comfortable for the residents and attractive for their neighborhoods. Our group home monitoring program uses volunteers to visit and evaluate both the interior conditions and curb appeal of all properties owned by The Arc on a regular basis.



*Monthly dances in all three counties are very popular.*

### RECREATION

Recreational activities are important for developing social and communication skills, which can improve a person's ability to live and work in the community, and contribute to a successful and fulfilled life. The Arc of Delaware Recreation program provides opportunities in the community for people with I/DD to socialize and have fun. Among other activities, our monthly dances are very popular and always draw a crowd.

### OUTREACH

Some people with I/DD try to live successfully in the community but lack sufficient skills or resources for complete independence. For example, they may need help navigating systems and filling out paperwork to receive public services. The Arc of Delaware Outreach program supports people with I/DD and their families in the community through information and referrals, learning opportunities and individual advocacy as needed for specific concerns. When systems are slow to respond to critical needs, our Necessity of Life mini-grants help people with I/DD cope by providing for essentials such as clothing, eye glasses or dental care.

### SELF-ADVOCACY

Through self-advocacy, individuals with I/DD explore leadership, self-expression, self-determination, and socialization. The Arc of Delaware hosts monthly meetings in two locations, where self-advocates learn about issues of concern, set goals, and collaborate on ways to improve their quality of life.

## EMPLOYMENT

The Arc of Delaware is committed to reducing the high unemployment of adults with I/DD. Through our Employment program, we work closely with the Delaware Division of Vocational Rehabilitation and the Delaware Division of Developmental Disabilities to identify jobs in the community best suited to individuals. Based on skills, ability levels, and choice, these jobs may be

full-time or part-time, permanent or temporary. In all cases, we provide the supports needed for individuals to succeed, such as job coaching, goal setting and soft skills improvement. We also help identify and pursue options in the community, such as internships or volunteer positions, for individuals who need help building the skills that lead to employment.

### A Winning Team at Chesapeake Utilities

In May 2014, the corporate governance department of Chesapeake Utilities Corporation in Dover determined a need for digital records retention. Director Stacie Roberts saw this as a welcome opportunity to hire employees with intellectual/developmental disabilities to scan physical files and store them electronically.

Familiar with the business model at Bank of America (formerly MBNA), and impressed by The Arc of Delaware's employment services there, Stacie contacted The Arc to discuss her vision and her needs.

Joy Salyer, employment specialist at The Arc of Delaware, identified two candidates from The Arc's employment program who had performed very well on their vocational assessments and were interested in office work. Joy helped the women complete and submit their resumes, then rehearsed interviews with them. Stacie recognized great team potential, and hired them both!

With training and support from The Arc and the Chesapeake staff, each employee proved their scanning and filing abilities. This allowed Stacie to challenge them with new responsibilities, such as working on invoices, researching information, and reviewing complicated data in spreadsheets. Thanks to follow-along support from The Arc, Shannon is now recognized

as super efficient and a whiz on the computer, while Jessica has demonstrated skills in a variety of tasks, including teaching others.

The success of these employees opened the door to a new opportunity when Chesapeake General Counsel and Associate General Counsel found they needed an office aide. The Arc of Delaware identified a candidate from their employment program who had acquired volunteer experience with data entry and documentation filing for victims of Hurricane Katrina.

With preparation help from The Arc, Megan was interviewed and hired in November 2015. Reporting to the General Counsel's Executive Secretary, she now organizes files, creates binders and enters data into spreadsheets.

The Arc of Delaware continues to provide follow along support for all three women as they grow and thrive in their new careers.

Thanks to the optimistic vision and enthusiastic planning of Stacie Roberts and the Chesapeake Utilities Corporation, along with supportive services from The Arc before, during and after hire, these three individuals can now pursue their employment goals and fulfill their dreams!

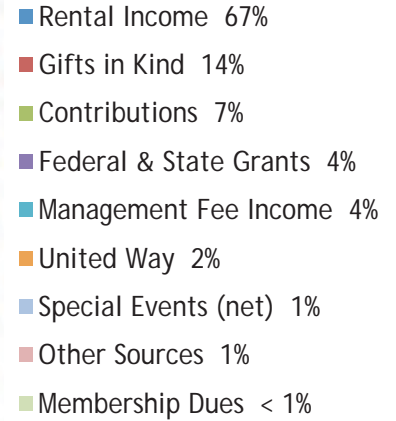
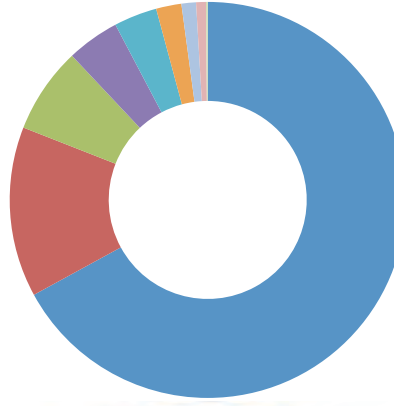
*Chesapeake Bay Utilities employees: Edarkis Branch, Corporate Governance Analyst; Connie Osei, Senior Management Executive Assistant; Jessica Hurtado, Corporate Governance Administrative; Megan Moran, Legal Administrative; Shannon Ryl, Corporate Governance Administrative; Joy Salyer, Employment Specialist, The Arc of Delaware; Tamisha Thomas, Corporate Governance Clerk, and Stacie Roberts, Corporate Governance Director.*



## 2014 FINANCIAL SUMMARY\*

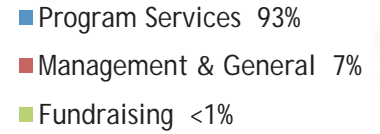
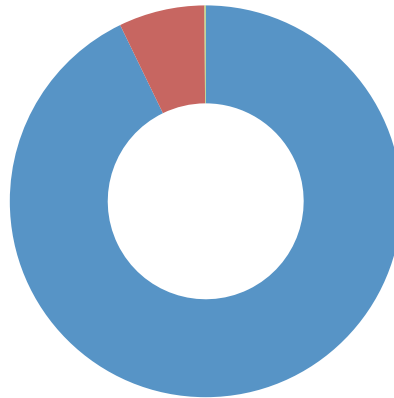
### INCOME

United Way	\$74,256
Federal and state grants	\$154,549
Contributions	\$252,552
Gifts in kind	\$499,701
Special events (net)	\$42,634
Membership dues	\$4,982
Management fee income	\$126,555
Rental income	\$2,408,854
Other sources	\$28,805
<b>TOTAL</b>	<b>\$3,592,888</b>



### EXPENSES

Program services	\$3,274,972
Management & general	\$250,141
Fundraising	\$3,687
<b>TOTAL</b>	<b>\$3,528,800</b>



\*Audited . Full financial statements available.



*Our annual golf tournament and silent auction included 97 golfers and raised \$43,000 in 2015.*



*Our 2015 Run/Walk/Roll event at included a record number of participants, raising \$16,121.*

# 2015 ORGANIZATION

*Mission: The Arc of Delaware promotes and protects the human rights of people with intellectual and developmental disabilities, and actively supports full inclusion and participation in the community through advocacy and services to individuals and their families.*

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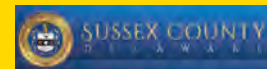
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## 2015 GRANT PROVIDERS

*Grants and gifts from these important and generous community partners enable The Arc of Delaware to continue its mission.*



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Longwood Foundation, Inc.



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WELFARE FOUNDATION, INC.

*Achieve with us.*

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We thank these generous individuals for supporting our mission throughout the year.

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IN MEMORIAM

**Bob Osgood**

Parent, Volunteer, Leader

In November 2015, The Arc of Delaware lost a beloved and dedicated volunteer with the sudden passing of Bob Osgood.

Bob's commitment to the disability community began with his daughter's birth. For more than forty years, he actively served on numerous boards and committees of local government and nonprofit agencies dedicated to helping people with intellectual and developmental disabilities (I/DD). This commitment included thousands of volunteer hours with The Arc of Delaware, where he served on a number of committees and the Board of Directors, including terms as President and Vice President. In recent years, he was a welcome presence in the Newport office, donating several hours of professional accounting skills every day.

Bob and his wife, Shirley, also spent many volunteer hours as group home monitors for The Arc of Delaware. Early in the program, they met a resident in desperate need of a winter coat, and proceeded to purchase one for her. Recognizing that many other individuals with I/DD also face severe financial limitations, they worked with The Arc of Delaware and others to create and endow the *Necessity of Life Fund*. Providing small grants of up to \$300 for clothing, medication, utilities and other essential items, this fund is an important resource for individuals with I/DD in Delaware who are struggling financially.

In honor of the Osgoods' lifelong commitment, The Arc of Delaware Board of Directors unanimously voted to re-name the fund the *Bob and Shirley Osgood Necessity of Life Fund*.

*Achieve with us.*



*For people with intellectual  
and developmental disabilities*

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*For people with intellectual and developmental disabilities.*



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***Volunteer!***

***Donate!***

***For more information:  
[thearcofdelaware.org](http://thearcofdelaware.org)***

