

# 2019 ANNUAL REPORT

Dear Friends of The Arc of Delaware,

As the world and our nation are dealing with the new and devastating realities of the COVID crisis and trying to establish the “New Normal”, 2019 may be remembered as the “Calm before COVID.” For The Arc of Delaware, 2019 was another year of success and steady progress toward refining and extending our services and operations, and fulfilling our mission across the state of Delaware.

For the DDDS system in Delaware, 2019 was an important time for critically analyzing and re-evaluating the services, systems and infrastructure currently in place within the DDDS system. In 2019 the senate created a statewide DDDS Task Force made up of legislators, advocates and providers that meet to evaluate and make recommendations on the current and future operations of DDDS. These efforts were paralleled by the 2019 creation of the “DHSS Reorganization Committee” lead by Delaware legislators. Both of these initiatives, provided consumers, families and advocates (including The Arc of Delaware), with unprecedented opportunities to participate in critical evaluation and strategic planning to re-shape and improve the services provided by the Department of Health and Social Services (DHSS), the Division of Developmental Disabilities Services (DDDS), and 10 other divisions within DHSS. We believe both of these committees will recommend important new plans, corrections and initiatives, which will greatly impact services for years to come.

These important developments made “advocacy” The Arc’s greatest priority in 2019. Our Public Policy Committee was extremely active in the DDDS Task Force, the DHSS Reorganization Committee, sub-committees and numerous other state-wide committees regarding disability advocacy, service planning and operations. The Arc was also honored to have the Ability Network of Delaware (A.N.D.) and several provider agencies sponsor and support us at our first “Annual Legislative Breakfast” held in Dover on May 15, 2019. This event was attended by over 60 state leaders and advocates including 15 legislators. And finally, we had four members of The Arc of Delaware’s Public Policy Committee speak at the important Joint Finance Committee hearing for DDDS in 2019. Collectively, these efforts did contribute to a \$4.2 M increase in state funding (and federal matching funds or FMAP for a grand total of nearly \$10M) for DDDS providers and Direct support Professionals for 2020. However, with providers still underfunded by an average of 32% per the state’s own recent reimbursement Market Rate Study, much remains to be done.

Operationally, our Supported Employment program continues to provide over 150 persons with competitive wages and meaningful work of choice in our communities in both New Castle and Kent Counties. The Arc is also continuing to explore opportunities to provide other much needed, integrated services based in our communities. We were also extremely proud to have a “no deficiency” annual review by DDDS, and rare 100% DDDS training compliance for our staff in 2020.

The Arc continues to be very honored by the outstanding work of our Social and Recreation Committees in Kent (Mid Del), New Castle and more recently Sussex Counties. We partner with a number of volunteers and sponsors on monthly dances and other activities which often draw over 300 persons per event. These free events included 3 dances in Sussex County in 2019, as we continue The Arc’s strategic plans to expand our services and presence in Sussex County. All of these events are highly anticipated social highlights for persons served.

The Arc’s Housing Program continues to meet the needs of the approximately 320 persons who have chosen to live in our homes. In 2019 we completed 65 major renovation projects within our 83 community group homes throughout Delaware. This included over \$135,000 in grants for projects completed in 2019. With ongoing efforts from our accounting and housing personnel, we have made tremendous progress towards achieving full funding for our previously underfunded HUD 811 housing programs. We are also actively continuing our efforts to update our housing partnership terms with DDDS. In our Home Monitoring program, our volunteers and staff completed the monitoring process for nearly all of our homes in 2019. Finally, we were also honored to earn strong praise and extremely good ratings from HUD when we received a Management Occupancy Review in the Fall of 2019.

As always, we were very grateful for the support we received for our very successful Annual Golf Tournament and Mid Del “Run, Walk and Roll” fund raisers in 2019. These important events raised net unrestricted funds for our mission, of approximately \$40,000 and \$10,000 respectively.

The Arc of Delaware wishes to express our prayers and best wishes to our members, our board, our staff and our many community partners as we continue to battle the COVID pandemic. Now, more than ever we must all work together to meet the challenges of the coming years, while preserving and protecting the services, funding, choices and opportunities we have together built for persons with I/DD and their families over the past decades. Together we can continue to improve the lives, opportunities and futures of all persons with I/DD in our state, nation and across the world.

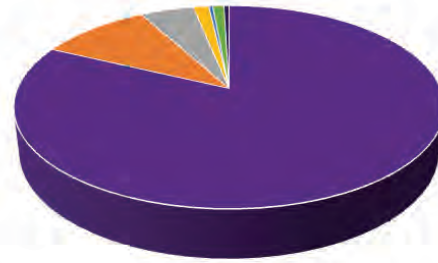
Terry Olson  
Executive Director



## 2019 FINANCIAL SUMMARY

### INCOME

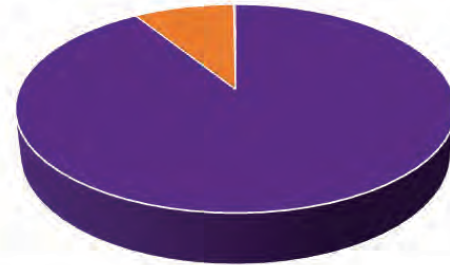
Rental Income	\$2,494,220 = 82%
Program Fee Income	\$302,024 = 10%
Contributions & Grants	\$145,971 = 5%
Special Events (net)	\$42,317 = 1%
Other Sources	\$30,731 = 1%
United Way	\$10,662 = <1%
Membership Dues	\$13,868 = <1%
<b>TOTAL</b>	<b>\$3,039,793</b>



- Rental Income
- Program and Management Fee Income
- Contributions and Grants
- Special Events (net)
- United Way
- Other Sources
- Membership Dues

### EXPENSES

Program Services	\$3,154,818 = 91%
Management & General	\$305,334 = 9%
Fundraising	\$5,258 = <1%
<b>TOTAL</b>	<b>\$3,465,410</b>



- Program Services
- Management & General
- Fundraising

\* This Financial Summary will be subject to audit

## 2019 ACCOMPLISHMENTS

### Housing

In our 83 community group homes throughout the state, we completed 65 renovation projects



### Employment

13573 hours were spent on supported employment, job coaching & job development for persons served



### Social & Rec

Approximately 700 people attended our social & recreational events in all 3 counties



### Outreach

9 people received financial assistance through the Bob & Shirley Osgood Necessity of Life Fund



### Advocacy

Arc Representatives advocated for our mission by participating in over 15 state level committees



# 2019 INDIVIDUAL DONORS

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

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*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.*

*Achieve with us. Join! Volunteer! Donate!*

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

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