The Arc
of Delaware

For people with intellectual and developmental disabilities

Annual Report 2021

From President Gary Heckert

Dear Friends,

While much of 2021 was focused on keeping The Arc of Delaware steady during the pandemic health crisis, we're very proud of our achievements. The Arc of the U.S. has designed a strategic framework with universal goals and strategies for achieving them. We have aligned our activities and accomplishments within that structure so you can see our progress and direction going forward. Thank you for your ongoing support of our efforts. Please enjoy this report and contact The Arc of Delaware with any concerns.

MISSION

To promote and protect the human rights of people with intellectual and developmental disabilities and actively support their full inclusion and participation in the community throughout their lifetimes.

VISION

For people with intellectual and developmental disabilities (IDD) to be valued members of their communities, with the opportunity to realize their full potential and a future that is secure.

GOALS

- Human dignity
- Self-determination
- Quality supports
- Powerful voice

Strategies to Achieve Goals

INNOVATE

Capitalize on the collective knowledge and creativity of our national organization to consider new or improved programs.

BUILD THE MOVEMENT

Mobilize a more powerful national movement of people to be activists for change.

EXTEND OUR REACH

Expand and sustain our presence as a critical part of the fabric of every community where people with intellectual and developmental disabilities live.

SPEAK TRUTH TO ALL WHO WILL LISTEN

Work with people with intellectual and developmental disabilities and their families to amplify their stories.

ADVOCATE

Aggressively advance the interests of people with intellectual and developmental disabilities and their families before the government.

BUILD THE MOVEMENT

The Arc welcomed a new Executive Director in 2021, who re-organized the infrastructure for better efficiency. These steps saved over 25% in staff costs alone.

Although our grant monies dropped significantly, donor contributions jumped. In fact, the 2021 Annual Appeal donations increased 67% over the previous year.

$62,000

Grants

$235,000

Contributions

SPEAK TRUTH

Losing a loved one but not a home

“Beth” had always lived at home with her mother, helping to maintain the household when not at her full-time job. Her brother, Joe, with a more significant disability, had moved into his own apartment a few years ago.

When her mother passed away, Beth not only had to deal with her grief and loss but also figure out how to stay in the only home she’d ever known.

Her mother had taken care of all the bills, all the paperwork, all the meal preparation, all the shopping. She had also kept an eye on Joe and his well being. Now it was up to Beth.

Beth’s network worked together to help her manage this crisis. Best Buddies Delaware provided her with critical emotional support, while The Arc of Delaware outreach team assisted with essential paperwork, including insurance and work benefits. The Arc also joined with her family, friends and church community to provide meals and social interactions.

Beth is now managing these new responsibilities to the best of her ability. The Arc will continue to monitor her need for additional support to help her keep her job and stay in her home.

SPEAK TRUTH

Navigating Employer Expectations

“Janie” works several days each week at a large retail store stocking the racks and shelves with new merchandise while keeping the area neat and clean.

Janie’s work performance is consistently satisfactory, but she is not computer-literate so she cannot, on her own, complete the online safety and policy trainings required for all employees each month.

When the pandemic hit , the computer room was closed as a safety precaution. By the time it re-opened, Janie was 18 training sessions behind. The Arc of Delaware explored a possible waiver in these circumstances, but the employer did not agree and, in fact, insisted she complete all missed sessions within the next few months.

The Arc employment team then scheduled time on site to guide her through the sessions. Many hours over many weeks were devoted to sitting with Janie in the computer room, reading aloud the material on the screen, explaining the content, and helping her take each unit test until she passed.

Janie is now caught up on her training requirements, and The Arc will continue providing the critical support she needs to keep her job.

SPEAK TRUTH

Learning to work remotely

During the Covid-19 pandemic, some non-essential employees were suddenly expected to work from home. Finding and quickly converting space in the house to a functioning 'office' environment was a huge challenge for many people, including "Denise."

Although she did well at her office site, home was a different story. She could not seem to get organized and there were too many distractions, including interruptions from family members and the urge to keep updating her personal blog. Denise turned to The Arc of Delaware for help.

The Arc's employment team assessed the situation and made several recommendations. With no private room available, they helped her establish a dedicated workspace at an unused kitchen table. Each morning, Denise would set up her laptop, router and work papers in this space. Each evening, she loaded all of it into a computer bag for organized safekeeping.

This routine ran smoothly until the day Denise lost her ID badge, which was considered a business security breach. The Arc worked with Denise to report the issue and get a replacement. She now adds her badge to the computer bag, too.

Aside from a few small incidents, Denise has established a system that works well for her remote job. The Arc of Delaware will continue monitoring her needs for additional support in the future.

ADVOCACY

The Arc of Delaware had two legislative priorities in 2021:

- Ensure priority testing and vaccines for people with IDD, their families and their caregivers. The state Division of Developmental Disabilities met this goal quickly and appropriately.
- Increase funding for Direct Support Professional (DSP) services to the benchmark agency rates. The state did not meet this goal in 2021.

Priority Covid-19 testing/vaccines

DSP funding increase

EXTEND OUR REACH

25%
More visitors to the website

59%
More newsletter subscribers

20%
More viewers on Facebook

The Arc of Delaware is working hard at extending our reach through brand awareness and improved communication.

Our updated website has a fresh look and easier navigation that is attracting new visitors.

The subscriber list for our newsletter grows every month and we're slowly seeing expanded reach through our social media channels.

INNOVATION

Our most popular social event by far has always been our monthly dances, but the pandemic closed our venues and isolated people from their friends.

Our first innovation was to host virtual Zoom dances, but that technology lost its appeal after 18 months. Creative thinkers on the social/recreational team decided to host an outdoor live event in the form of a drive-through Halloween dance at a church parking lot in Dover.

More than 100 delighted people, many in costume, arrived by car, van and foot to sing along with the music, dance outside their cars, and laugh with friends. Pizza, soda and disposable masks were available from the trunks of volunteers' cars, and Boy Scouts helped direct traffic.

By popular demand, we held a similar live event for the Christmas holidays, with colder weather but an even greater number of attendees.

100+
Halloween dancers

125+
Christmas dancers

2021 Program Highlights

EMPLOYMENT

1000+

hours of job development, job coaching and job support to people with IDD during the pandemic.

ADVOCACY

Represented people with IDD on over

12

state, county and local councils and committees.

OUTREACH

Provided more than

650

hours of support in the community.

HOUSING

Continuous maintenanceand improvement projects across

83

neighborhood homes.

SOCIAL

Monthly virtual dances, plus two drive-through events attended by over

225

persons with IDD, volunteers and sponsors.

2021 Financials

Revenue		
Housing	$2.46M	84%
Contributions	$235K	8%
Grants	$62K	2%
Other Sources	$74K	3%
Management Fees	$54K	2%
Special Events	$33K	1%
Total	$2.92M	100%

Expenses		
Program Services	$3.09M	96%
Management/General	$115K	4%
Fundraising	$1K	<1%
Total	$3.21M	100%

THANK YOU

Foundations & Grantors

Alice Warner Foundation

The Allstate Foundation

Amazon Smile Foundation

American Endowment Foundation

Bank of America

Beach Family Fund

Charities Aid Foundation America

Giving Foundation

The Goodcoin Foundation

Joseph F. Bacon Fund

Kenny Family Foundation

Kent County Levy Court

New Castle County

Palmer Home, Inc.

State of Delaware

Sussex County Council

United Way of Delaware

THANK YOU

Businesses and Corporations

Acer Associates, LLC
Acme
Alarm & Communications System
Allstate
Auto Zone
Avenue U.M. Women
Bayhealth Medical Center
BBC Tavern & Grill
Beach Mobile Home Supply
Bertucci's Brick Oven
Best Ace Hardware
BHI
Biggs Museum
Bob's Discount Furniture
Book & Associates
Boscov's Department Store, LLC
Cabela's
Cape Henlopen Electric
Chanticleer
Charity Golf International
Chesapeake Utilities Corp.
Collier Enterprises
Currie Hair Skin Nails
Delaware Art Museum
Delaware Electric Cooperative
Delaware State Troopers Assn
Diversified CPC Intl
Edgewell Personal Care
Fairfax Discount Liquors
Fifer Orchards
Floors For You
Food Lion
Forney's Too
Friendly's Gift Shop
Frontstream
Gracia's Gifts Fund
Hagley Museum & Library
Harris Jewelers
Henlopen Appliance Servie
Home Depot
Hyett Refrigeration
JPMorgan Chase & Co
Kennett Square Golf & Country Club
Ladies of Dover Lodge #1903
Lighthouse Plumbing
M. Davis & Sons
Manlove Auto Parts
Maple Dale Country Club
Melwood Horticultural Training Ctr Inc
Mission BBQ
Mobac Inc.
Mt. Cuba Center
Newark Chrysler Jeep
Nuclear Electric Insurance Ltd
Panera
Pep Boys
Philadelphia Phillies
Quality Contractor Services
Quality Security
Radius RX Direct
RED EFT Painting
Santora CPA Group
Sodel Concepts
State Line Liquor
Tangent Cable
Telo Massage Studio
The Grand
Timothy's of Newark
Tracy Palmer Ministries
United Methodist Women
White Hot Properties, LLC
Wilmington Glass Company
WSFS Bank

THANK YOU

Generous Individuals

Micki & Lanny Edelsohn
Don Isken
Jordi Jack
Ken Odom
James Seuffert
Patti & Michael Simpson
Ashley & Zachary Zetlin

Robert Alexander
Rosemary Allen
Janelle Antonio
Yvette Avila
Bernita Banks
Ruth & Brooks Banta
Jean & David Barlow
Coates Bateman
Thomas Battle
Heather Baustert
Donald Bergner
Ann & Keith Binnersley
Karen Bostic
Timothy Brooks
Gwen & David Brown
Kimberly Bryan
Janet Bryon
Rick Bryson
Harry Bundren
Helene & Thomas Burke
Nan Butterworth
Victoria & John Cairns
Kathleen Cannon
Pamela & Kenneth Cannon
Jan Capano

Jacqueline Carey
Michaelene Carlton
Susan & John Carlyle
Thomas Carper
Kathie Cherry
Lisa Chieffo
Randy Ciafre
Nadine Cieniewicz
Patricia Clark
Sherry Clark
John Coven
Kenneth Comegys
Diana & Richard Comly
Rhonda & Paul Crawford
Nancy Crowder
Edmund Cruciano
Gloria Cruciano
Joyce Crutchfield
Pete Dakunchak
Beverly D'Amour
Douglas Deeter
Peggy Del Fabbro
Marcy & John Desmond
Nancy Dietz
Gaetano DiPasquale
Tracy Doman
Megan Donahue
Ellen Dotts
Nicole Duffy
Susannah Eaton-Ryan & Ed Ryan
Bobbie English
Barbara Estep
Gerald Estes
Sherline Exantus

Shirley & Rick Farquhar
Susan & Anthony Felicia
Tammy Fenimore
Janet Fiore-Ruggieri
Deborah Fleischer
Jennifer & Donald Fleming
Catherine Frazer
Sylvia Freeman
Zakkiyyia French
Jack Freshwater
Janet Freund
Sara Funaiock
Carole & Frederick Gallagher
Efser & Charles Garrison
Kathryn & Edward Gazze
David Geiszler
Christine Giacco
Howard Giles
Yulanda Gilmore
Joseph Giordano
Maryann & Michael Giroso
Linda & Ronald Gomes
Molly Gonzalez
Diana Gosnell
Gerald Grasso
Susan Gray
Meredith Greenfield
Jimmy Gromis
Joseph Guida
Susan & Joseph Hajec
Carol Hall
William Hancock
Kristina Harrington
Jennifer Hayward
Matthew Hearn

THANK YOU

Generous Individuals

Gary Heckert
Karil Henry
LaRhonda Henry
John Hindman & Louann Vari
Jean & Glenn Hitchens
Tamara Hutchinson
Alice Irizarry
Harry Isaacs
Susan & Lawrence Isaacs
William Jack
Ann & Clay Jester
Juanita Jobst
Joanne & Douglas Johnston
Lori Jones
Amy Jones
Mindy Jones
Michelle Jones
Kelly Jones
Jamila Jones
Willa & Clemon Jordan, Jr.
Joan Kandler
Susan & Daniel Katzin
James Kearns, Jr.
Kathryn Keegan
Patricia & Brian Kelly
Jill & Gerald Kennedy
Fred Krieger
Nancy Jo Lambertson
Mariah Landry
Steven Lee
Denise Lewis
Margaret Locke
Linda & Bruce Lonergan
Rhonda & Paul Lukoff
Dottie & Albert Lund
Pat & Tom Lynch
Rochelle Macklin
Sherri Maclary
Jeffrey Mariani
Janine & Michael Martin
Jospeh Martinko
Cynthia Mathews
Shawn McCloskey
Billy McCulley
Terrence McFarlane
Marie McNulty
Rachel Mears
Mid-Del Committee Members
Heather Miller
Milagros Montalvo & Jesse Ryan
William Mosley
Vincent Murray
Christine Nagowski
Ray Nash
Dale Norton
Barry Ogden
Jennie Pajerowski
Mary Ann & Paul Paradise
Matt Partyka
Natasha Patterson
Christine & Emanuel Perry
Theresa Pheasant
Brian Price
Elaine Raign
Christopher Raphael
Diane Reeder
Eric Rees
Robert Reiser
Pamela Rhea
Rachel Rhea
Kawain Riley
Edith Ritchey
Cheryl Roach
Barbara Robleto
Lynn & Charles Ruh
Marcia & David Rurak
Raquel Saucedo
Yesi Saucedo
Melissa Sawyer
Christine Schnatterer
Tim Scully
Stephanie Seeman
William Seufert
Linda & Allan Shanholtz
Roy Shenk
Debbie Smith
Joseph Snowden
Marc Stanislawczyk
Veronica Staton
Ray Stauffer
Toni Stevens
Linda & Dennis Stone
Sandra & Terry Strine
Michelle & Vernon Taylor
Jeff Timm
Ralph Todd
Pamela Travers
John Van Gorp
Eleanor Velicky
DeTrae Washington
Janice Watkins
Harry Willis
Wayne Wilson
Vanessa Withers-Little
Gail Womble
Bonnie Wood
Tamberly & Thomas Wright
Novem Yu
Liren Zhu
Amy Zook

BOARD OF DIRECTORS

OFFICERS

Gary Heckert, President
Donald Isken, Vice President
Stan Trier, Secretary
Michael Simpson, Treasurer

DIRECTORS

Ruth Banta
Alyssa Cowin
Karen Crowley
Nancy Dietz
Lanny Edelsohn
Christine Giacco
Carol Hall
Todd Hammond
Madelaine Hassell
Doug Johnston
Lori Jones
Bill Seufert
Louann Vari
Laura Waterland

SENIOR LEADERSHIP

Susannah Eaton-Ryan, Executive Director

Elaine Raign, Director
Office and Human Resources

Steve Knox, Director
Construction and Maintenance

Elizabeth Harris, Controller

Looking Ahead to 2022

MORE SOCIAL EVENTS

As vaccines help protect against Covid, we expect venues to open and live events to increase.

NEW SELF-ADVOCACY

Watch for a new program run by and for self-advocates with all types of disabilities.

UPDATED POLICY GOALS

We'll be tracking trends in Medicaid funding at the state and national levels.

AND MUCH MORE

Stay tuned!

Stay informed!

Achieve with us!

The Arc of Delaware

For people with intellectual and developmental disabilities

2 South Augustine Street, Suite B

Wilmington, DE 19804

302-996-9400 or

844-344-6524 (Toll-free)

Thearcofdelaware.org

Achieve with us!

Become a member!

Join our volunteers!

Donate!

Learn how at thearcofdelaware.org