



*We listen.*

*The Arc Baltimore 2011 Annual Report*



*Listening—really listening—is an act of kindness. It’s a gift  
The Arc Baltimore gives every day.*

We listen to people with intellectual and developmental disabilities who want to live and work in the community, surrounded by friends and loved ones. Then we help them achieve their dreams.

The Arc Baltimore listens to parents, too, just as we listened to the parents who founded this organization 62 years ago. Now as back then, our go-to plan is action. We devise supports that give parents the strength to cope with unimaginable challenges and make it through another day. One of the ways we do that is through support groups, the focus of this year’s annual report.



# Moms Understand

**W**hen Pat showed her son Danny's wedding album to the women in the aptly named *Moms Understand* support group, many of them cried. They never thought it was possible to have such a happy event in their child's future—or in theirs.

The group started five years ago and is growing, says Dianna Morgan, The Arc Baltimore's family support specialist and the group's facilitator. "In talking to moms, I saw they had a lot in common and thought they would enjoy sharing with each other." Her instinct was accurate. The moms are warm and forthcoming: they are as eager to offer words of support as they are to talk about their lives.

On an evening in early March, a group of nine moms is sitting around a square table. Even before the meeting begins, they are busy swapping information.

Angela is a parent of two sons: one has Asperger's syndrome; the other has Kabuki syndrome, a disorder, she says, that involves every organ and bodily function. "It can be hard to be around a group of typical kids," she admits. "It's difficult to

hear, 'Little Suzy is walking and she's only 11 months old' when your child is eight and not walking."

That leads another mom to say, "The first time you see your child's diagnosis on paper, in black and white, it's a real kick in the teeth. Then you learn how many hoops you have to jump through to get your child into a program and it's daunting."

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## “No other agency advocates like The Arc.”



Mary Anne Breschi had wanted to come to a parent support group for a long time but, with four kids, the logistics were tricky. Three years ago her children were old enough for Mary Anne to begin coming to The Arc Baltimore’s *Moms Understand*.

Good timing may have been the impetus, but it’s what Mary Anne found in the group that got her hooked.

“It’s great to commune with other moms,” she says. “They give you information and hope and friendship. You learn that having a child with a disability is not the tragedy you think it is. You learn that things will be

okay—and that sometimes, things can actually be good!”

Mary Anne’s 20-year-old daughter Maggie is a case in point. “Maggie has cerebral palsy, seizure disorder and cognitive delays,” Mary Anne says. “She is fed by gastric tube. But she is a beautiful young woman who cares a lot about her life and leads a very full one.”

A student at Dulaney High and Ridge Ruxton schools, Maggie goes to camps, rides horses, swims, goes to sleepovers and hangs out with friends. Mary Anne couldn’t be prouder.

She couldn’t be a bigger fan of The Arc’s support group, either. “The women are all ages and come from all over, so they all have different experiences, expertise and advice.” Her hope is that other moms benefit from the group as much as she has.

“It is so easy to isolate yourself. If you aren’t coming to the support group because you feel isolated or depressed, you need to know that it is so good to be out, connecting with other moms. It gives you strength and it helps you learn what’s available for your child. Besides, it’s easier to have a sense of humor when you’re around others who understand.”

Mary Anne says she was taken aback by how much The Arc Baltimore does for families. “The Arc offers so many opportunities to learn, like the speaker series on subjects like estate planning, IEPs and siblings. Staff work hard to get families the supports they need. No other agency advocates like The Arc. They really care.” ●

Amy knows that feeling. Her three-year-old daughter Ailyn was born at 28 weeks and was recently diagnosed with cerebral palsy and a developmental delay. The teachers at Ailyn’s Infant and Toddlers program are anxious for her to move up to preschool. Amy isn’t sure it’s the right time, or if she—or Ailyn—are ready.

“It’s hard for me to let go and put my baby in school. There is so much information I should know, and I don’t know how to learn it all. I’m so stressed.”

The other moms recall how difficult it was to put their children on the school bus for the first time; they tell Amy that it worked out just fine. One mom recommends that Amy learn everything she can about special education and suggests resources to help her do so. Another mom reminds everyone: “It’s really hard. Our kids are entitled by law to an appropriate education, but we want the best education!”

As the moms munch on fried chicken and snacks, a discussion ensues about a vital resource: the Developmental Disabilities Administration (DDA). Dianna strongly urges the younger mothers to sign up for its waiting list, and she speaks convincingly about why that’s so important. One reason: DDA can offer funding for in-home support staff, depending on the child’s needs. “You need to

remember that having a child with disabilities is stressful for you and stressful for your relationships,” Dianna tells them. “You need help. You need time to rejuvenate. Support from DDA or the Department of Human Resources’ respite funds can give you both. *Please fill out that application!*”



Mary Anne recalls what her life was like before she received help from DDA. Her daughter Maggie, 20, has cerebral palsy and a host of other disabilities that require hands-on care for every function of daily living. “I hated my life, even though I loved my husband and kids. I was completely exhausted, and it was so hard to know that the disability was always going to be there. I was angry at my family because they weren’t helping in the way I wanted them to. At one point I thought, ‘If I get divorced, at least I know I’ll have weekends off.’”

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“I applied for DDA funding early on, and when it finally came through, it made a huge difference in my life. I used the money to hire graduate students in physical and occupational therapy. It improved the quality of Maggie’s life and it freed me up. It helped my marriage, too. Even my sons liked having the grad students in the house because one was prettier than the next!”

The women laugh. Amy pulls out her camera to take a picture of Ailyn in the child care room next door. “She looks so cute,” the proud mom says. She’s not alone. These mothers adore their children; they light up when they talk about them. The meetings may provide an opportunity for moms to blow off steam but, mostly, they help moms return, re-energized, to their families.

That’s no small thing. Mary Anne tells the group she has been taking care of her ailing mother for the past few weeks. “On top of your child’s disability,” she says, “you still have to deal with everyday life. That can be extremely difficult.”

When Amy returns, Bonnie is talking about feeling anxious because her son is preparing to transition

out of public school. As she and another mother talk about available resources, a younger mom confesses that she never knew there were residential options for young adults. “That’s really cool,” she says with a smile.

Bonnie expresses sadness about her son’s upcoming move. Dianna reassures her. “I know it will be a good thing,” Bonnie replies. “I’m getting older and it’s hard for me to keep him entertained. But I’m still going to be a little sad.”

That strikes a chord with Amy. “It’s exhausting. I don’t even have energy to walk up the steps. I thought there was something wrong with me so I went to my internist and had blood work done. Everything came back fine. There is no magic pill for this. Thinking about what I have to go through is overwhelming. I worry all the time. I need this group. It’s therapeutic.”

“I go to therapy,” Heather confides. “This group is much more valuable.”

“Yeah,” Angela agrees. “This group gives me the opportunity to vent to people who understand when you’ve had it up to your eyeballs.”

“Hey,” someone chimes in, “we need a moms’ night out!” The idea is greeted by sounds of approval from all around the table. ●



## “I would feel isolated without the group.”

Bonnie Smith May’s son Kendall has Trisomy 9 Mosaic syndrome, a rare chromosomal disorder that caused severe abnormalities in many of his body’s systems. Bonnie loves her son dearly but describes caring for him as grueling.

“Kendall has already had around 19 surgeries,” she says, “and his medical files are taller than he is. It is difficult and challenging and frustrating. Most nights I’m completely exhausted by the time I get him to bed. But The Arc Baltimore’s support group energizes me, so I always push myself to go to the meetings. Without that group, I don’t think I’d be able to do everything I do.”

Bonnie is a 65-year-old single parent to Kendall and a son who has significant mental health disorders. Her husband left when Kendall was three and has visited him only once since then. Kendall is 21.

He is getting ready to transition out of the Maryland School for the Blind, and Bonnie says the prospect makes her feel stressed. *Moms Understand* provides her with support.



“Moms whose children already transitioned out of school give me advice. Our group facilitator talks to me about transition programs. She is a great resource and has a terrific depth of knowledge. She’s like a little encyclopedia.”

“I’m a veteran when it comes to the school system, so I help younger moms navigate it. A number of us are into holistic medicine, so sometimes we talk about that. We also compare notes about doctors because a lot of us see the same ones.”

“As a single parent, I would feel isolated without the group. I’ve been going for a year and a half, and I’ve seen how the other moms understand what it’s like to have a child with disabilities. We can vent to each other.”

She uses the child care offered during meetings and appreciates that the caregivers are always happy to see Kendall. “The whole agency is helpful. Everyone seems to genuinely like the people they support.” ●



# Guy Talk

If you're a dad who has a child with disabilities, it's hard to find a group of guys willing to talk about where to get adult diapers for the best price. There aren't many places you can show your sensitive side without being judged and you don't get a lot of support from family and friends.

Those things aren't true at *Guy Talk*, The Arc Baltimore's support group for dads. It began three years ago after women who attend *Moms Understand* asked whether there was a support group for fathers. There wasn't, so The Arc created one.

Mike Marshall, the agency's quality assurance director, facilitates *Guy Talk* with Rodney Toulson, one of the dads. Mike says, "Men and women have different needs and different communication styles. Sometimes we talk about IEPs and behavioral issues; sometimes we talk about football or the weather. One night we spent practically the whole time talking about internet discount sites. These guys are crazy about

their children, and they're always looking for activities to do with them."

On this rainy night in February, four dads show up for the meeting. Sometimes as many as 10 attend. The men sit at a long conference table; every so often, one of them pops up to get a piece of pizza and some soda. There is a more reserved group than *Moms Understand*.

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Hassan, a newcomer to the group, starts things off. “My daughter’s name is Kamila. She is 10 years old. At a year and a half she was diagnosed as being on the autism spectrum. My wife and I didn’t know what to expect and at first we couldn’t swallow it. It took us two years to accept it. My wife cried a lot and when she stopped crying, I started.”

The other men in the *Guy Talk* group are mostly quiet, except for the sounds they make to signal they’ve been there and know the feeling.

“When Kamila was in first grade, she started using sentences. We were so proud. Last fall, she was an understudy in a fall pageant. The lead got sick and Kamila had to step in. She did a great job and it was the best day of our lives.”

The men chime in, “That’s great!” “That’s really thrilling.” “Winning the lottery can’t compare with that.” Hassan smiles.

James introduces himself next. His son Sean is 10, diagnosed with an intellectual disability and OCD. Sean was three when James adopted him, and James readily admits he didn’t understand how severe his son’s problems were.

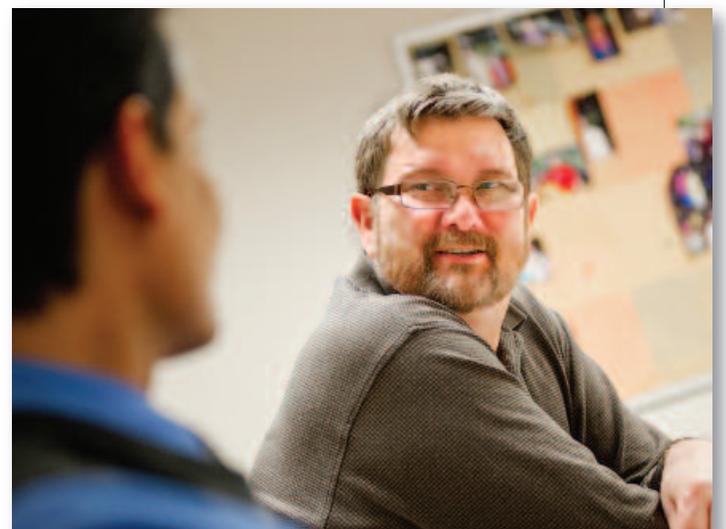
“I wondered, as a single parent, ‘How can I handle this?’” James recalls. “I realized I didn’t have an option, but Sean’s a great kid and I’m having fun.”

James tells the group that Sean has severe mood swings, so he enrolled his son in a neurology clinic at the Kennedy-Krieger Institute. Transporting Sean to and from the clinic takes eight hours out of James’ work week; still, his job must get done. After he gets Sean to sleep—no small feat recently—James works past midnight to make up for lost time. Some of the guys suggest melatonin as a sleep aid for Sean. James has tried it before but says the results were unimpressive. He considers giving it another try.

To illustrate Sean’s mood swings, James relates a harrowing tale about driving his son to an activity. Suddenly, Sean unbuckled his seatbelt and, from the back seat, reached over and repeatedly grabbed James’ face. Miraculously, no one was hurt. The guys listen and audibly react to the fright James expresses. As if to break the tension, James shares a heartwarming story about baking cookies with Sean.

Now Ed introduces himself. He is an upbeat guy whose coping mechanism is humor. Ed says things are right on schedule for his family to move into

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## *“The Arc has a real personal touch.”*



These days, Rodney Toulson is a happily married guy, but nine years ago, he was a single dad feeling overwhelmed by caring for his autistic son Rodney, then six. He turned to The Arc Baltimore, where he says he learned, “If you’re talking, The Arc is listening.”

A family support specialist told Rodney about respite care, a service for parents who need a break from the stress of caring for children with disabilities. Then she gave him information about the Maryland Autism Medicaid Waiver, which could help his son receive necessary home and community supports.

Rodney was so grateful that when he was asked to speak to the moms’ support group, he happily

obliged. “I talked about things that can divide moms and dads. Moms are focused on the here and now. Dads feel pressured about the future. They wonder, ‘What will happen to my child if something happens to me?’”

He also talked about cultural expectations. Men, he says, are taught to fix things, and if they can’t, they’ll find someone who can. As Rodney puts it, “Having a child with a disability isn’t some-

thing that can be fixed. That can make men feel inadequate.”

Rodney was a natural; when The Arc decided to form a dads’ support group he was asked to co-facilitate.

“We wanted to have a group where guys would have someone to talk to and be comfortable saying whatever was on their minds,” he explains. “This group is a safe place because dads know their words are not going to leave the room.

“We offer support for what is—for many of us—a lifelong grieving process. Families and friends don’t always understand, so sharing lessens our sense of isolation.”

Rodney gives the agency a lot of credit for listening to families. He believes feedback from parents led to the creation of support groups, the speakers’ series, the Family Fund and panel discussions.

“The Arc has a real personal touch with parents, and that ongoing relationship really helps soften the blow when you have a child with disabilities.” ●



their new home the following week. He laughs when he says he has been living with 14 people—plus four dogs and two cats—way too long. “Anyone want a dog?” someone jokes.

Jake, Ed’s youngest child, has ADHD, anxiety and Asperger’s. “Jake is stumping the medical community one doctor at a time. He has seen every ‘ologist’ out there.”

Ed and his wife Angela, who attends the *Moms Understand* support group, use sign language to communicate with Jake. Ed says, “If Jake doesn’t like what we’re signing, he bats our hands away. He’s very animated and he can manipulate people into doing what he wants with his blue eyes and smile. Jake is real good at finding patsies.”

Until now, Ed has been getting a lot of laughs from the men, but suddenly he switches into serious mode and appears to direct his comments to Hassan. “Having a kid with disabilities was a lot to handle at first. My wife and I went to pieces. We were in denial. We asked ourselves, ‘Why us? Why is this happening?’ But now, knowing his

personality, I wouldn’t trade him for anything. He teaches a lot of people a lot of things. He teaches us a lot. He even taught me patience, which wasn’t my strong suit.”

Like Ed’s son, Monty’s 15-year-old daughter Kate is confounding doctors. For insurance purposes, an intellectual disability is her diagnosis. Monty says Kate needs help with everything. He reports that a new diet for his daughter’s seizures has reduced them dramatically, and the guys are happy to hear it.

Turning towards Hassan, Monty says, “Early on, I learned that the ‘woe is me’ attitude isn’t helpful. My wife and I figured out what things we can do to make the most of our situation. If you can learn even one thing from this group, it’s beneficial.”

When the conversation lags, Mike jumps in. He asks questions about everyone’s children; clearly he knows a lot about them. Then, somehow, the discussion segues into adaptive technology and iPad applications. The men are in familiar territory now and seem more relaxed. Just like you’d expect guys to be when they’re among friends. ●

When people listen with an open heart and an open mind, great things can happen. At The Arc Baltimore, listening is a creative force we use to enhance the lives of families and children.

We feel the desperation of a single mom whose child requires 24-hour care. We understand the fears of parents whose child is newly diagnosed with a developmental disability. We sense the isolation of moms and dads who lack support from family and friends. We recognize the helplessness a dad feels because he can't afford the wheelchair ramp his daughter needs.

Individually and collectively, parents inspired us to devise our family education series and create support groups, to offer respite care and administer a family fund. With them in mind, we organized family networking picnics and "Parents' Day Out." These are the stories we remember when we advocate so zealously in Annapolis. It is a source of great pride that our staff can address our concern for families and children in such significant ways and continue to provide highly individualized supports to thousands of people with intellectual and developmental disabilities.

How does The Arc Baltimore, one of the largest organizations of its kind, maintain such a personal touch? The answers are simple. We honor the value

and dignity inherent in every person, and we invest ourselves fully in their lives. We have a staff that is deeply committed to The Arc's mission and whose values align with it. We are patient and caring. We make the time. We listen.

The Arc Baltimore is fortunate to have by its side an outstanding board of directors. Their perspectives help us hone our mission. A number of directors have sons, daughters and siblings with developmental disabilities, so they understand the immense difference even a few hours of support can make for a family. Two members of our board have disabilities, and their insights remind us how important it is to listen to them and their peers.

We thank our board, staff, donors, members, advocates and volunteers for helping us touch so many lives. Please know that we listen to you, too.



Stephen H. Morgan  
Executive Director



James A. List  
President



## 2011 Programs & Services

PROGRAM/SERVICE	NUMBER OF LOCATIONS	NUMBER SERVED OR EMPLOYED
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### Employment and Day Services

**Total – 971 People**

Day programs	6 centers	517 people
Landscape employment services	283 contract sites	114 workers
Janitorial employment services	39 contract sites	97 workers
Supported employment services	118 employer sites	243 workers

### Community Living Division

**Total – 193 Sites**

**Total – 311 People**

Licensed alternative living units/group homes	81 sites	178 people
Individual family care	4 sites	7 people
Family homes	42 sites	44 people
Owned or leased by individual	66 sites	82 people

### Family & Children Services Division

**Total – 3994 Children/Adults**

Foster care	38 foster homes	38 children
Respite care/family support	various	900 adults & children
In-home family supports	varied living situations	52 children
Parent education programs	various locations	258 people
Parents' Day Out	1 site	34 children
Parent support groups	1 site	48 dads & 64 moms
Summer camp children	1 site	80 children
Recreational newsletter circulation	monthly	1,035 individuals
Special education advocacy	various schools	28 children
Information and referral	phone contacts	2,680 contacts

### Quality Support Services

Outreach and community access (intake, information and referral, etc.)	N/A	3,496 people
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## Statement of Financial Position

**JUNE 30, 2011**

(in thousands)

### ASSETS

Current assets .....	\$ 14,545.5
Property and equipment (net) .....	12,609.1
Other assets .....	2,548.3
Total assets .....	<u>29,702.9</u>

### LIABILITIES AND NET ASSETS

Liabilities	
Current liabilities .....	\$ 14,461.1
Long-term liabilities .....	8,928.3
Total liabilities .....	<u>23,389.4</u>
Net Assets	
Unrestricted.....	5,935.0
Temporarily restricted.....	378.5
Total net assets .....	<u>6,313.5</u>
Total liabilities and net assets.....	<u>\$ 29,702.9</u>

## Statement of Activities

**YEAR ENDED JUNE 30, 2011**

(in thousands)

### SUPPORT AND REVENUE

Government agencies .....	\$ 30,976.6
Contracts and other revenue.....	9,840.7
Public support.....	424.5
Total support and revenue.....	<u>41,241.8</u>

### EXPENSES

Program services.....	\$ 36,273.6
Management and general .....	4,452.7
Fundraising .....	181.6
Total expenses .....	<u>40,907.9</u>

Change in net assets from operating activities .....	333.9
Unrealized loss on interest rate swap....	(76.1)
Pension-related changes other than net periodic pension costs .....	619.8
Change in net assets .....	<u>\$ 877.6</u>

## Where the Money Goes

Employment and day services .....	50%
Community living services .....	33%
Family and children services.....	6%
Administration and general .....	11%

Each year the board of directors engages an independent certified public accountant to audit The Arc's annual financial statements. An unqualified report for fiscal year 2011 was issued by the auditor. A complete copy of the auditor's report can be obtained by contacting the advancement office.

## The Arc Baltimore Board of Directors—FY12

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Self-Advocate

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**MONIQUE DUBOIS**  
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**LORI J. MILLER**  
Administrator of Community Living

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Director of Facilities

**ERNEST SMITH**  
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**DEBBIE STAIGERWALD**  
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**DONALD WATTS**  
Director of Contract Services

**DIANE WESTGATE**  
Director of Finance

# Annual Giving

January 1–December 31, 2011

## Major Gifts (\$10,000 and above)

The Baltimore Community Foundation  
The Civitan Club of Baltimore  
The Ellen W.P. Wasserman Foundation  
Estate of George J. Janssen  
Estate of Steven L. Lessner  
Scientific Plant Service, Inc.  
Wells Fargo Bank, N.A.

## Special Gifts (\$5,000 to \$10,000)

A.C. Buhler Family  
Battelle Foundation  
Edward David Berkowitz  
Blades & Rosenfeld, P.A.  
Combined Charity Campaign  
Mr. and Mrs. James P. Daly, Jr.  
Mr. Donald Himelfarb  
Mr. and Mrs. Anthony Moag  
Mr. and Mrs. Stephen H. Morgan  
Venable Foundation  
Wise Consulting Associates

## Founders' Circle Gifts (\$2,500 to \$4,999)

CareFirst BlueCross BlueShield  
Ron and Hilary Christian  
Classic Food Service, Inc.  
Combined Federal Campaign  
Mr. and Mrs. Robert L. Davison  
Expressway Office Solutions  
HMS Insurance Associates, Inc.  
Hodes, Pessin & Katz, P.A.  
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Mr. and Mrs. Earle P. Hurley  
Mr. Jerome G. Katz  
Kelly & Associates Insurance Group, Inc.  
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Mr. Neil MacDonald  
Oak Contracting, LLC  
Ober/Kaler  
Mr. and Mrs. William H. Oliver  
RCM&D  
Mr. and Mrs. James F. Rosner, Esq.  
Mr. and Mrs. David Salkever  
SC & H Group  
Mr. and Mrs. Michael J. Young

## Leadership Gifts (\$1,000 to \$2,499)

AAI Corporation  
Abilita  
Advance Business Systems & Supply Co.  
Allstate Leasing  
Barbeque Blues and Seafood  
Mr. Sylvester G. Bieler  
Jerry and Carol Bullinger  
Mr. and Mrs. Andrew Carter  
Mr. and Mrs. George F. Carter  
Chason, Rosner, Leary & Marshall, LLC  
Mr. William F. Cochran, Jr.  
Constellation New Energy  
Mr. Michael DiBartolomeo  
The Chet & Dottie Duke Family Fund,  
Baltimore Community Foundation  
Mr. Christian Ehrhardt

Mr. Stuart Epstein  
Ernst & Young LLP  
Fidelity Information Services  
Finch Services, Inc.  
Mr. and Mrs. James Gannon  
Dr. and Mrs. Gerald A. Glowacki  
Greene Turtle, Hunt Valley  
Griffith Energy Services  
Mr. Barry D. Hecht  
Irwin Siegel Agency  
Mr. and Mrs. Daniel D. Leonard  
Leonard Paper Company  
Dr. and Mrs. Philip Levinson  
The Louis J. and Ruth G. Herr Foundation  
Mr. and Mrs. John H. Macsherry, Sr.  
Maricom Systems, Inc.  
Ensign C. Markland Kelly, Jr. People's  
Emergency Fund, Baltimore Community  
Foundation  
Maryland Charity Campaign  
Maryland State Arts Council  
Maryland State Council Knights of Columbus  
Dr. and Mrs. Richard F. Mayer  
Ms. Isabel C. McCullough  
Ms. Kate McGuire  
Kathleen and Brian Durkin  
Mr. and Mrs. Harry Merriken  
Microsoft Matching Gifts Program  
Miles & Stockbridge P.C.  
Mutual of America  
Mr. and Mrs. Edmond B. Nolley, Jr.  
Mr. and Mrs. Mark Paré  
Mr. James Pontier  
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Every effort has been made to ensure the accuracy of this list. If you feel there is an error, please contact our Development Office  
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## *Mission Statement*

The Arc Baltimore provides advocacy and high quality, life-changing supports to individuals with intellectual and developmental disabilities and their families.

## *Vision*

People with intellectual and developmental disabilities and their families THRIVE in the community.



*Achieve with us.*

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