2020–2021
ANNUAL REPORT

The Arc
Lehigh & Northampton Counties
Nobody will forget the dispiriting breadth of unforeseen challenges the global pandemic would deliver in 2020 and beyond. Yet the Arc of Lehigh & Northampton Counties closed out the calendar and fiscal years from a position of persistent strength and resilience. We accomplished or advanced key priorities, including the re-launch of our strategic plan update with a new operational component; significant IT upgrades and web presence enhancements; and the adoption of a new organizational chart with salary adjustments to reward and encourage our dedicated workforce.

The Arc’s leadership and staff ably tackled one challenge after another, never missing a beat while ensuring uninterrupted delivery of core services to the individuals and families who depend on us for advocacy and support. I am impressed by the grace and determination our team demonstrated while meeting every setback with confidence and purpose. Now with fresh wind at our backs, The Arc continues moving forward even as we confront the residual challenges of the COVID-era. I am so grateful to the people we serve and excited to be part of this exceptional team!

Matt McConnell
Board President
FROM OUR CHIEF EXECUTIVE OFFICER

As I reflect back on Fiscal Year 20/21, the highlights and accomplishments of The Arc of Lehigh and Northampton Counties far outweighed the challenges of the ongoing COVID-19 pandemic. Because of the incredible tenacity, creativity and dedication of our staff and the support of our Board of Directors, The Arc was able to adapt to an ever-changing environment and develop new and innovative ways to provide services across the agency in support of individuals with intellectual and developmental disabilities and their families. Throughout the year, there were exciting things happening all across the agency, with many accomplishments to note.

Our SPARC program was able to provide remote support via Zoom, in home and community-based services including resuming volunteering at the Good Will Thrift Store, Center for Vision Loss and Meals on Wheels, and we were able to re-open facility-based SPARC services in late fall.

Our Advocacy Department remained up to date with guidance releases and announcements from the U.S. and Pennsylvania Departments of Education as well as each school district in Lehigh and Northampton Counties and created a COVID-19 page dedicated to special education and resources on our website. Our team collaborated with community partners to offer free virtual trainings on various topics including Special Education, Assistive Technology, Special Needs Trust & Financial Planning, and Grief, Loss & COVID-19.

Our Agency With Choice program continued to operate at full capacity, processing payroll and utilizing electronic means including Zoom meetings as needed to support and onboard new employees and individuals. In conjunction with our HR and Finance teams, the program transitioned to the implementation of Electronic Visit Verification for use in timekeeping and payroll and a new data system for recordkeeping and billing.

The community continued to support The Arc in meaningful ways through their generous donations and their support of our two major fundraisers, our 36th Annual Allen D. Deibler Golf Classic in September 2020 which had record attendance and increased sponsors, and our annual One Step Forward Celebration in May 2021 with a virtual and in-person option for attendance and a Silent Auction with amazing items.

At the heart of all of these achievements were our dedicated staff without whom we could not have successfully persevered through these unprecedented times. I am proud and grateful for all that they do to champion a life of inclusion, opportunity, and equity for people with intellectual and developmental disabilities (IDD) through advocacy, education, and supports, and I look forward to what lies ahead for The Arc!

Karen Shoemaker
Chief Executive Officer
All Because of You...
Regardless of their size or method, every gift is important to The Arc of Lehigh & Northampton Counties. Thank You!

BOARD OF DIRECTORS

Mr. Matthew McConnell – Board President
Mr. George Lewis – Board Vice President
Mr. Joseph Mastriani – Board Treasurer
Mr. Andrew Hoffman, Esq. – Board Secretary
Mr. Michael Bruckner – Immediate Past President
Ms. Mary Jo McNulty – Member-at-Large
Mr. John Andronis
Mr. Joseph Carcione
Ms. Mary Culshaw
Mr. Ron Eichenberg
Mr. Paul Eichman
Mr. Alvie Fennell
Ms. Michelle Hirsch
Ms. Diana Tirendi
Ms. Sheri Leo
Ms. Kim Wann
Ms. Carry Gerber
Ms. Katie Weber
Ms. Karen L. Shoemaker – Chief Executive Officer

OUR MISSION
The Arc of Lehigh and Northampton Counties champions a life of inclusion, opportunity, and equity for people with intellectual and developmental disabilities (IDD) through advocacy, education, and supports.

OUR VISION
The Arc of Lehigh and Northampton Counties envisions that all people with IDD are valued, respected, and fully included members of their community with the right to choose where they live, learn, work, and play.
THANK YOU for supporting The Arc!

Thank you for your steadfast support of The Arc of Lehigh and Northampton Counties, our Advocacy Department and the work that we do to champion a life of inclusion, opportunity, and equity for people with intellectual and developmental disabilities! As we reflect on our 2020-2021 Fiscal Year, we are filled with an overwhelming sense of community, accomplishment, and pride.

You, our community of self-advocates, families, supporters, board members, and local leaders, banded together stronger than ever before in 2020 and 2021 to ensure we did not miss a beat when serving people with IDD and their families! When COVID-19 hit, some organizations were forced to scale back their programs and services to wait out the pandemic until the storm had passed. Instead, your voices and wave of support inspired us to step up, lean into the curve and accelerate our work to build new opportunities and expand our programs and plans to champion a more inclusive Lehigh Valley.

As a result, we did not lose ground in terms of our growth, but in-fact experienced record demand for our services, supports and to participate in our development fundraising events. Our 36th Annual Allen D. Deibler Golf Classic, for example, took place on September 25th, 2020 and set organizational records as both the most attended and the most financially successful golf tournament in our organization’s history. Our Advocacy Department which has held trainings for people with IDD, families and disability support professionals for many years, transitioned to virtual trainings as a result of the pandemic and set records for total number of trainings and overall training enrollment. Our 2021 One Step Forward Celebration triumphantly returned to DeSales in June 2021 after a forced COVID hiatus year and was incredibly well-received and massively successful despite the then-lingering uncertainty over indoor events.

As we reflect back upon the 2020-2021 Fiscal Year, we want to thank all the individuals and families we serve, our community of supporters and board members, and all the citizens of the Lehigh Valley. Your unwavering commitment, support, and resilience helped us grow and stretch our vision for who we serve and how we make our mark here in the Lehigh Valley. Although 2020 and 2021 were profoundly difficult because of the COVID-19 pandemic, we emerged stronger than ever thanks to your support and belief. We could not be prouder to be part of The Arc family and champion a life of inclusion, opportunity and equity for people here in the Lehigh Valley every single day!
Donors

INDIVIDUAL DONORS

Anonymous
Alan Gubernick
Alvie Fennell
Ammon Baus
Amy Miller
Andrea Taylor
Andrew Hoffman
Anne Beste
Annette Monberger
Anthony DaRe
Arthur Hoffman
Barbara Hyman
Barry Cruver, Jr.
Beth Crawford
Beverly Tisdale
Brian & Kathy Lessard
Brian Johnson
Brian & Valerie Lewis
Bruce & Ann Wlazelek
Carr & Christopher Gerber
Carol Kuhs
Catherine Brandt
Charles & Candace Bonos
Chris Chanitz
Chris & Dana Kaklamanis
Christine Achey
Dana Crowell
Daniel Gifford
Daniel & Karen Shoemaker
Daniel Spatz
Daniel Wukitsch
David Beck
David Hall
Debra Gerencser
Denise Cunningham
Dennis Brown
Devon Frey
Diana Tirendi
Diane Beslanovits
Diane Mellen
Dominic Adams
Donald & Virginia Steele, Jr.
Donna Varconda
Eileen Colahan
Ellen Hunt
Emilio Morrone
Erich Schock, Esq.
Francis & Danielle Swankoski
Frank Barella
Fred & Valerie Bielenberg
Frederick Peiffer
Gary & Deborah Ohmacht
Gene Lucadamo
George Bowen
George & Nancy Lewis
Gerald Ermentrout
Gerald & Rose Palguta
Gladys Landry
Harriet Herb
Heather Smith Walbridge
Imogene Kresge
James Hoffmann
James Pennington
Jane Cassidy
Janet Szulga
Janice Marie Johnson, RSM
Jay Gilbert
Jay Plotnick
Jeffrey & Dianne Jackson
Jennifer Gormley
Joanne Cartwright
John & Barbara Kaklamanis
John & Laurie Tonkay
John & Judi Andronis
John Fernbacher
Joseph Sodl
Joseph Carcione
Joseph Mastriani
Joyce Tomaino
Karen Bower
Katelyn Weber
Kelly Francavalle
Kelly Gapinski
Kenneth & Lori Varano
Kent & Susan Shortell
Kevin Snakard
Keri Lindemann
Kimberly Wann
Kristy Pollock
Kyle David
Lee Rackus
Leona & Sharon Kuhs
Leslie Gensits
Leslie McKelvey
Linda Berghold
Lucille Piggott-Prawl
Lynette Wills
Lynn Crowell & Judy Ditch
Lynne Walters
Margaret Gill
Mark Cunningham
Mary Culshaw
Mary Jo & Patrick McNulty
Martha White
Maryann Karwejna
Mary Beth Myford
Matthew & Marie McConnell
Maureen O'Meara & Robert Heisler
Megan Beste
Melanie Walters
Melissa Cameron
Michael Clarke
Michael Sherman
Michael & Jane Bruckner
Michael Cicco
Michael Rebert
Michelle & Karl Hirsch
Mildred Lempa
Mimi Ludwig
Nathan G. Huber
Neil Forgosh
Paul Eichman
Paul & Krista DeAngelo
Phyllis Perna
Randall & Katherine Emmons
Rasha Oweis
Richard Kovach
Rita Burkhardt
Robert & Karen Labdik
Robert Donatelli
Robert Haldeman, Jr.
Robert Madden
Roger Roberts
Ronald J. Young
Ronald Koch
Scott & Karla Trumbauer
Seema Shah
Sharon Michael
Sheila Gibb
Sheri & Greg Leo
Stanley Stevens
Stephanie Betz & James Cantley
Stephanie Proulx
Stephen Besz
Stephen Bodnar
Stephen Skrapits
Sweety Jain
Terry & Judy Iasiello
The Deibler Children
Thomas Schmitt
Tina Yazzie–Schaffer
Tim & Karen Brion
Tom & Leslye Durilla
Trevor Siegfried
Trudy Fatzinger
Tuesday Wise
Vincent D'Imperio
Walter Miller
Wendi Russo
William and Connie Seyfried
William & LeAnn Focht
William Peters
William Phillips
William R. Seaman
William Smyth
William Vanderwilt
The Arc of Lehigh and Northampton Counties would like to honor the memory of the following people who left us during our 2020-2021 Fiscal Year:

Christian Baus
Joseph Klosek
Raymond J. Laudenslager
Francine Micek
Donald Perna
Alice Pihoker
Trooper Ronald Rossi
Thomas Yanders
The Year in Review

More than $0.91 of every dollar raised is directed toward The Arc of Lehigh and Northampton Counties’ programs and services.

Community partnerships are an essential part of our SPARC program. In 2020/2021, our participants volunteered at Meals on Wheels, Sites for Hope, Lehigh County Humane Society and the Whitehall Public Library.

In total, over 230 individuals and organizations donated to The Arc of Lehigh and Northampton Counties through direct gifts, events registrations and grants.

REVENUE

Total revenue .................................................................................................................................. $18,356,744
Total program revenue for services (AWC + SPARC + FSS only) ............................................. $16,825,372
Total revenue miscellaneous (Advocacy + Evening Rec + Equipment Disposal) .... $143,659
Total investment income for FY 20-21............................................................................................................. $1,303,223
Total contributions for FY 20-21 (“Public Support”) ................................................................. $22,787
Total fundraising for FY 20-21 ............................................................................................................................... $61,703

EXPENSES

Total operating expenses ........................................................................................................... $17,016,041
Total program expenses...................................................................................................................... $15,637,151
Total administrative expenses........................................................................................................ $1,183,401
Total development/other expenses .................................................................................................. $195,489
By The Numbers...
A lifetime of services centered on personal success for individuals of all abilities.

69 SPARC PROGRAM PARTICIPANTS
Total SPARC program participants in FY 2020–21.......................... 69

522 INDIVIDUALS/FAMILIES SERVED BY ADVOCACY
Total Individual Advocacy Cases............................................................. 111
Total Training Webinar Enrollment...................................................... 411
Total Training Webinars Held............................................................... 24

517 AGENCY WITH CHOICE SERVICE PARTICIPANTS
Agency with Choice Service Participant totals for FY 2020–21........ 517

2,345 BI-COUNTY OBSERVER NEWSLETTER RECIPIENTS
Total FD/FSS Participants in Lehigh County in FY 2020–21.............. 202
Total families who receive the Observer in Lehigh County............. 1,314
Total families who receive the Observer in Northampton County... 902
The Arc of Lehigh and Northampton Counties’ 2020–21 Fundraisers and Events

Each year, The Arc hosts a wide variety of fundraisers and events which raise critically important funds that support our Advocacy Department and the work they do to amplify our mission to champion a life of inclusion, opportunity and equity and serve and support people with IDD and their families here in the Lehigh Valley. While the 2020–2021 year presented countless challenges to all, here at The Arc our 2020–2021 FY events and fundraisers achieved unseen levels of support for our Advocacy Department and our mission to serve the needs of children and adults with IDD and their families.

**ALLEN D. DEIBLER GOLF CLASSIC**

The Arc kicked off our 2020–2021 event and fundraising season in September 2020 with a hugely successful 36th Annual Allen D. Deibler Golf Classic which brought over 120 golfers to Southmoore Golf Course for a fantastic day of golf and good times. Even with COVID-protocol in place, Golfers rejoiced in the opportunity to again gather, socialize, and give back in the name of supporting The Arc and local people with IDD. While a record-breaking amount of support was raised thanks to our generous golf sponsors and golfers, most importantly, many smiles were shared as we gathered together again for the first time since the pandemic struck.
THANK YOU!

While 2020-2021 was as challenging a year as many organizations have ever previously seen, your commitment to supporting The Arc and people with IDD propelled us to evolve, grow and find creative new ways to lend a helping hand to more individuals and families during this pandemic. Your encouragement and dedication in 2020 and 2021 were invaluable assets that helped us continue to make a difference for people with IDD and families here in the Lehigh Valley. We are forever grateful for your unwavering dedication and support to The Arc, our mission and our events. THANK YOU!

HOLIDAY APPEAL

Our fundraising season continued with the return of The Arc’s Holiday Appeal in 2020. As we created our Holiday Appeal card, we reflected upon the strength that helped us persevere through the early 2020 COVID-19 shutdowns. It was the children and adults whom we served that acted as our North Star throughout the pandemic, so we appropriately designed our 2020 Holiday Appeal to shine a light on a few of the people who utilize our services and inspired us get through the challenges of COVID-19 here at The Arc. We were again blown away by the generosity of our Lehigh Valley friends and neighbors as our 2020 Holiday Appeal was a widely-supported success.

ONE STEP FORWARD CELEBRATION

The final event of our 2020-2021 fiscal year celebrated the close of our year in true grand finale fashion! The Arc’s acclaimed inclusive awards gala, the One Step Forward Celebration, triumphantly returned to honoring our community after a pandemic-forced hiatus in early 2020. Dozens of sponsors and over 120 attendees packed DeSales Conference Center on June 8th to passionately cheer on each of the five fantastic 2021 award honorees, and many more watched from home via live stream as The Arc broadcast the 2021 Celebration for the first time ever! Despite many lingering concerns about COVID, the event was another step back toward normalcy and a huge success because of many of you and your commitment to supporting The Arc and our mission.
Looking back on 2020/2021...