The Arc.
Lehigh & Northampton Counties

2019-2020 ANNUAL REPORT

A Message from our Board President and Executive Director

There is little familiar about this past year. For as long as we can remember, each morning at The Arc of Lehigh and Northampton Counties started with so many smiling faces walking through our doorways and filling our hallways with hope, energy, and community. For as wonderful as our 2019-2020 year started off, so many things unexpectedly changed when COVID-19 shut-downs impacted The Arc, Pennsylvania, and our country in March 2020. Amidst the challenges brought on by the pandemic, there is so much we have learned that has helped us think forward in new ways and better prepare us for the future. We could not have made it through this past year without the tireless efforts of our dedicated Arc staff. Even while facing the greatest challenge we have ever seen, our staff remained fully committed to the people we serve and their safety during this pandemic. Together, we thrived for our friends and neighbors with disabilities as a result of this commitment. Achieving a future of full inclusion, acceptance and equity requires a plan that is nimble enough to withstand difficulties and setbacks. COVID-19 has provided us a test unlike any other, yet through it all, there is no question we are stronger today and better prepared for the future than ever before.

The 2019-2020 fiscal year began as comfortably as ever on July 1st, 2019. Summer was in full swing at The Arc and our new year began with a celebration of one of our favorite holidays… The 4th of July! Our SPARC program staff, administrative staff and participants dressed in American flag red, white and blue and celebrated the holiday playing games, eating 4th of July treats and celebrating America and our history! As the time for warm weather and barbeques slowly changed to that of Fall and school-time, The Arc held our 35th Annual Allen D. Deibler Golf Classic on September 27th at Southmoore Golf Course. The 35th Golf Classic was a rousing success across the board and a true display of Arc teamwork and collaboration! Golf 2019 was a success thanks to the above-and-beyond efforts of our Board of Directors, the 2019 Golf Committee, The Arc administrative staff and all of the amazing volunteers! We both want to express our

deepest gratitude to all of you who put in long nights and early mornings to ensure our Golf 2019 event was executed without a hitch!

As we began 2020, we all became painfully aware of a virus we had hoped would be contained. Our HR team led by Kristy Pollock, The Arc of PA and The Arc of the United States leadership teams did a tremendous job keeping us updated on an ever changing and monumental crisis headed our way. Then, in mid-March 2020 the reality of COVID-19 brought so much to a halt. Our teams gathered what they needed to embark on an unknown duration of working remotely. Across our programs, from Advocacy to SPARC to Agency with Choice, we were effectively able to pivot to the ever-changing needs created by the pandemic. The Advocacy Services Program, for example, was able to quickly transition from in-person trainings and events to virtually held webinars by utilizing the Zoom platform. Similarly, our SPARC program was able to transition from providing in-person services to remote services, which was very well received by our participants and their supporters. By quickly pivoting to these new COVID-friendly formats, our programs were able to continue supporting the needs of the community by providing critically needed resources to individuals and families virtually, with a focus on their safety and well-being.

As the initial COVID-19 shutdown wore into April, we came to the realization that our annual capstone event, the One Step Forward Celebration, was truly in peril. The continued pandemic forced The Arc to postpone and ultimately cancel the 2020 One Step Forward Celebration and left us with a gap in our Spring event season. Our new Development team was also determined to fill that gap quickly, safely and in a socially distant manner. But how? Mitch Lenett, who had just begun as our Director of Development, proposed a fresh new idea – a month long, virtual bicycling event in support of Inclusion! The Ride to Inclusion and Beyond was born and joining in our efforts to promote this was 18-time US National Champion Sprint Cyclist and Lehigh Valley resident, Mandy Marquardt! Participants rode their bicycles (some walked or ran too!) on their own, tracked the time and miles they rode, and then input their information into our Ride to Inclusion digital portal. In the end, The Ride to Inclusion and Beyond was a huge hit and another way we here at The Arc of Lehigh and Northampton Counties successfully embraced the changes brought upon on by COVID-19.

For many, the 2019-2020 year will be defined by COVID-19. Here at The Arc, the 2019-2020 year will be remembered for heart, dedication, purpose, and courage. Our staff, our Board, our sponsors and our supporters never gave up. Not for a second. Our mission and objectives never went out of focus. We merely addressed them with a new and much different lens. We are truly blessed and proud to be able to report that in the end, we executed. We delivered. In the most challenging of circumstances. We are indeed, stronger together!

Sincerely,

Mike Bruckner

Mike Bruckner
Board President

Karen Shoemaker

Karen Shoemaker
Executive Director

The Arc of Lehigh & Northampton Counties

All Because of You...

Regardless of their size or method, every gift is important to The Arc of Lehigh & Northampton Counties. **Thank You!**

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Wheels of Time SRA, Inc.

2019-2020 MEMORIAL LIST

The Arc of Lehigh and Northampton Counties would like to honor the memory of the following people who left us during our 2019-2020 Fiscal Year:

Margaret Dugan

Kristi Hanawalt

Reverend John K. Stoner

Your Support in Action

SPARC

"Kris and I are so thankful for your caring and service."

- Andrea

ADVOCACY

"This wonderful organization has provided us with guidance, education and knowledge to advocate not only for the educational needs but going forward preparing for adulthood for our special needs child. She is learning through this organization how and why it is important to learn to self advocate. It is never too late to seek help/knowledge in advocating for a person and it truly does take a village to raise a child. We are so blessed to have found this organization and the GREAT workers who are always there to answers questions and offer advice. Truly a blessing!"

- JoAnn

AGENCY WITH CHOICE

"I think this program lets our family express true choice in their individual program. Having that access is key to success."

- Anonymous

FSS

"Thanks for all your help!"

- Anonymous

By The Numbers...

A lifetime of services centered on personal success for individuals of all abilities.

68 SPARC PROGRAM PARTICIPANTS

Total SPARC program Participants in FY 2019-20 68

450+ INDIVIDUALS/FAMILIES SERVED BY ADVOCACY

otal Individual Advocacy Cases **127**

Total Trainings **19**

Total Training Attendance **335**

500+ AGENCY WITH CHOICE SERVICE PARTICIPANTS

Agency with Choice Service Participant totals for FY 2019-20 .....**500+**

650 EVENING RECREATION ATTENDEES

Attendees **650**

2,250+ BI-COUNTY OBSERVER NEWSLETTER RECIPIENTS

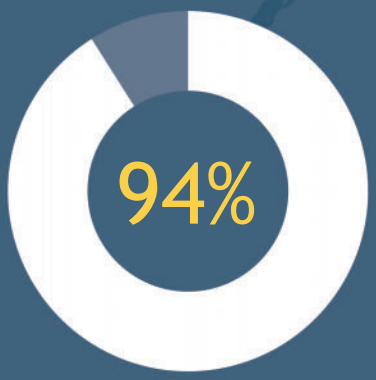
Total FSS Participants in Lehigh County **318**

Lehigh County Bi-County Observer Newsletter recipients families **1,328**

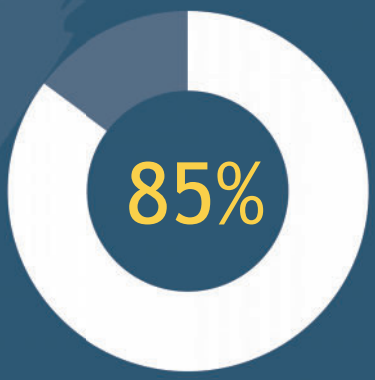
Northampton County Bi-County Observer Newsletter recipients .....**959 families**

The Year in Review

of every dollar raised is directed toward the arc of lehigh and northampton counties' programs and services



of 2019 advocacy survey respondents agree they have increased their understanding of disability-specific rights as a result of working with our advocacy department.



of 2019 advocacy survey respondents increased their knowledge of advocacy skills as a result of working with our advocacy department.

REVENUE

Total revenue	**$16,496,877**
Total program revenue for services (AWC + SPARC + FSS only)	**$15,997,303**
Total revenue miscellaneous (Advocacy + Evening Rec)	**$168,098**
Total of investment income FY 19-20	**$284,758**
Total contributions FY 19-20 (“Public Support”)	**$46,718**
Total fundraising FY 19-20	**$44,656**

EXPENSES

Total operating expenses	**$15,786,786**
Total program expenses	**$14,500,699**
Total administrative expenses	**$1,221,525**
Total development/other expenses	**$64,562**

The Arc of Lehigh and Northampton's 2019-2020 Events

Each year we host a wide variety of events that promote inclusion and support our mission to meet the needs of children and adults with intellectual and developmental disabilities and their families in the Lehigh Valley. We want to take this moment to recognize and honor all of YOU, our dedicated supporters who continued to stand behind our events.

While 2019-2020 was a year unlike any other, it is because of your commitment to supporting The Arc that we were able to continue hosting events and raising funds to support struggling students, isolated adults and families in need of a helping hand during this pandemic.

We are forever grateful for your unwavering dedication and support to The Arc, our mission and our events.

THANK YOU!

The 35th Annual Deibler Golf Classic participants enjoying post-Golfing drinks, dinner, and dessert.

The Arc's Director of Programs Patrick Kreshock managing event operations.

Thank you for Investing in The Arc!

COVID-19 took so much from the individuals we serve and their families. Our facility based SPARC program was forced to close, our adult clients in community programs were cut off from their friends and peers, and our Advocacy services experienced a skyrocketing increase in demand from parents of school children and caregivers in need of COVID guidance and resources. Despite the lights being turned off at our SPARC program and the children and adults we support being socially distanced at home, your support helped to ensure we continued serving people with disabilities every single day.

Through the generosity and support of our family and neighbors like you, we have been able to ensure our Advocacy program has the resources to continue growing to meet the needs of our community's individuals with disabilities and their families. Your generosity and support directly benefits our Advocacy programs, which aid individuals, their families and our community by providing advocacy supports and disseminating resources and information to help fill gaps in services and build bridges to create a more inclusive, accessible community. Your gifts have helped us to:

- Serve more children and families through 1:1 educational advocacy
- Provide an expanded schedule of webinars, trainings and resources for our community
- Continue expanding into new avenues for distributing our advocacy resources

Thank you for your belief in The Arc, our Advocacy services and the work we do for people with intellectual and developmental disabilities. Together we will continue working to erase the isolation of the past year and build a fully inclusive, equitable and thriving Lehigh Valley for all people with disabilities!