MISSION STATEMENT:
The Arc of the Triangle, Inc. supports children and adults with intellectual and/or developmental disabilities [I/DD] to achieve their personal goals and dreams in our community through partnership and advocacy.

VALUE STATEMENT:
The Arc of the Triangle, its staff and board of directors value individuals with intellectual and developmental disabilities [I/DD] and their families by:

- Empowerment, self-determination and diversity
- Reinforcement through social, cultural and linguistic competence
- Innovation and social change through advocacy
- Integration through quality programs/services and natural supports
- Respect and equality through person centered beliefs and a strong community
- Support of families through safety, security and respite

STAFF 2019-20
Jennifer Pfaltzgraff, Executive Director
Lisa Maier, Quality Assurance Director
Michael Kirschner, Individual Services Director
Susan Swearingen, Supported Employment Director
Eileen Patrick, Human Resources Director
Michelle Foy, Community Programs Director

Individual Services:
Marie Dionne, Assistant Director of Individual Services
Ramona Castillo-Segoviano    Liane Chestnut-Perez
Phillipa Grove       Trista Palmer   Cedrician Simmons
Steph Madara         Kevin Mercer    Sandy Rogowski

Employment Services:
Kathy Mayer, Assistant Director of Supported Employment
Athena McWhorter     Natasha Pratt
Majesty Robinson     Rachel Werdebaugh

Community Programs:
Doug Gill           Hailey McCullough
Dona McNeill       Courtney Owens      Ellen Perry

Administrative Team:
Joy Allen      Tim Barnard      Julie Keever   Kenneth Kelty
Shauna Leng     Heather Sapp     Sonya Stockton   Keara Suzik
MESSAGE FROM
JENNIFER PFALTZGRAFF, EXECUTIVE DIRECTOR

Dear Friends and Supporters,

We finished out the 2019-20 fiscal year in a state of uncertainty, risk, and fear. Covid-19 became the main focus for The Arc of the Triangle, as it did for the world. It is important to acknowledge that was the last quarter of the year. It is my hope this report can be a reminder of a time when The Arc of the Triangle faced typical challenges like staffing shortages and celebrated our successes through our service delivery, community programs and events.

Looking back to July 2019, the year started off with a bang! The end of the summer brought our second annual Wings for Autism. 100 guests enjoyed a taxi around RDU airport to get that experience of real air travel. (read more about this great event inside!)

The year took off from there. (pun intended :)

The next month we enjoyed a sunny afternoon at Rashkis Elementary School in Chapel Hill at a Respect the Space event. This was an opportunity to teach students that disability parking is just one aspect of making sure we support and provide accommodations for our friends with disabilities. Children of all abilities and their teachers decorated the disability parking with sidewalk chalk and posters for all of the schools staff, families and visitors to see. This is a perfect example of the acceptance and support The Arc of the Triangle prides itself in teaching and practicing.

By the time the holidays came around we were planning for our annual Holiday Gift Drive which supported over 150 individuals and families with holiday gifts. Our Holiday Party for Teens and Adults, held in Durham, and our Party & Pics with Santa, held in Raleigh, were their usual smashing successes. A great example of how The Arc brings community together any chance we can!

These were happy, productive months as we hosted these great events and continued to provide excellent services like Supported Employment and Medicaid Waiver services to folks across the Triangle. We attended local resource events, hosted our own future planning seminars and more.

Then March rolled around and everything changed. Our leadership team made the most difficult decisions we have ever made in terms of service delivery and how to serve our families. With no guidance from our contracted funding sources nor the government - we suspended many of our services and programs* in an attempt to protect our participants, families and our staff from Covid-19. At the time we knew so little and erred on the side of caution. We closed our offices and staff began working from home. We all assumed it would only be for a few months.

Those first few months, we were met with mostly support and agreement in our attempts to navigate the Coronavirus with not only no guidance, but no PPE as well. But we were also met with backlash from a few that tried their hardest to discredit The Arc of the Triangle and the decisions we made. I am proud to say that looking back on that time I believe we would make the same decision again- to put people first. It has always been about the health of families and employees and continues to be.

By June, the end of this fiscal year, we had applied and received a generous PPP loan which was fully forgiven in December 2020. We also managed to amass PPE for staff and families. We then began to offer some community programs via Zoom (which eventually became Arc Triangle University). Our HR department and service delivery departments figured out how to keep staff as safe as possible while supporting the people we promised to support.

At that time we had no idea how long this would last but we came together as a team- our staff, families, board of directors and volunteers and managed to end the year with a feeling of optimism and hope.

During these uncertain times we are most grateful for our friends and supporters. Thank you for choosing to partner with The Arc of the Triangle and children and adults with disabilities here in the Triangle.

Jennifer Pfaltzgraff
Executive Director

*It should be noted - for those individuals who could not go without services - we continued to serve them- without interruption. Although that was not the narrative that our critics were sharing. Most non-essential in-person services were suspended those first few months.
Supported Employment had a very successful year despite the significant slowing at the end of the fiscal year due to COVID-19. There were 70 new participants referred to The Arc for Supported Employment Services making a total of 159 participants served during the fiscal year. Our Employment Specialists worked hard and supported 38 participants in obtaining competitive and integrated employment in the community. We also continued to support an additional 47 participants who were already successfully employed in jobs throughout the community. Our team completed a combined total of 34 evaluations to help participants determine their interests and talents in order to help them find the best job match and to move forward through the process.

Members of our team also participated in and presented at job fairs, transition fairs and other Arc sponsored events to inform people about Supported Employment and its benefits.

When COVID hit things slowed dramatically for Supported Employment due to the fact that a large number of participants requested to be put on hold, not wanting to be out in the community. The Supported Employment Team had to get creative. So many of our participants who were working in good, steady jobs suddenly found themselves laid off or furloughed until further notice. How were we going to keep them interested, engaged, and excited about going back to work when the time was right? Our team began brainstorming and came up with the idea of engaging our participants virtually in face to face educational sessions geared toward employment. It was decided that we would start with the basics and build from there. We came up with 5 classes that were comprehensive of the supported employment experience from beginning to end.

The following classes were developed and presented to our participants in a virtual group setting in April by the Supported Employment team:

1. Creating a Resume- what resources and information are needed and how to put them together to create a professional resume
2. Appropriate Workplace Behaviors – “soft skills” what are employers looking for in a good employee, how to handle social situations at work and how to talk to your supervisors
3. Determining Job Interests – surveys, interviews and creative virtual job sampling
4. Job Searching- where to go to find jobs of interest, how to apply and how to follow up
5. Interviewing Skills – Dressing for the part, staying focused and being prepared with follow up questions

We got a lot of positive feedback from participants and parents alike. It was good to have a way to continue engaging and teaching our participants. Each employment specialist continued working virtually one on one with participants as a result of these classes, expounding on the materials and ensuring that each person understood the content. By May, Vocational Rehabilitation secured funding to allow us to do hourly billing for the virtual service we were providing. Even though it wasn’t retroactive from the beginning of the services we were glad to be able to bill moving forward since so many of our participants were no longer participating in traditional employment services. Those who did wish to continue with job development or who were being supported in the community in the jobs that they had previously obtained were getting those needed services as well from our Employment Specialists and job coaches. PPE and all other best practices were in place and strictly followed by participants and staff. Our dedicated Employment Specialists were even able to support 4 individuals in getting jobs and subsequent training through April, May and June.

**MARIA’S STORY...**

by Natasha Pratt

Maria is a fun young woman that loves to make friends everywhere she goes. When I first started working with her, she didn’t have a specific direction for where she wanted to work. I was looking for business with “now hiring” signs near Maria’s house when I came across a local pizza shop. I spoke with the manager, explained who I was and asked if they had any openings. Interest sparked and they asked if Maria could come in for an interview. Of course, after interviewing, management knew that she would be an asset so they offered her a position assisting with refilling condiment shakers in the dining area and folding pizza boxes. Maria was ecstatic. Almost a year later, Maria still works at this local pizza shop. She has made friends with her co-workers and even has a pizza named after her – the “Maria Special”. Staff and customers comment on how much they enjoy coming in to see Maria working throughout the week.
As of the summer of 2019 the Project SEE program has operated continuously for 39 summers. It is designed to support individuals aged 17-21 who have mild to moderate developmental disabilities and need varying levels of support in a work environment. These high school students were required to fill out an application and attend an interview as part of the program selection process. The selected high school students worked in a 2:1 ratio with an assigned job coach at a site that best matched their work interests and/or skill levels. The program lasted for 6 weeks for the students. In addition to gaining valuable work experience, students also developed or enhanced their social skills.

All of the Project SEE Job Coaches had previous experience in working with individuals with I/DD either in the classroom or in the community as one on one Support Professionals. They all came from diverse backgrounds and most were teachers or teacher assistants in the WCPSS special education programs. All of the job coaches participated in required trainings where they were given an orientation to the Project SEE program, a presentation on communication and intervention strategies, training on HIPPA, blood borne pathogens, First Aid and CPR certification and a crash course on how to use The Arc’s online reporting system; SET-Works. Throughout the program, the job coaches made daily documentations of the interns’ progress during the program. Weekly goals were set and/or modified specific to each student and data was collected based on those goals as well as general comments about each student’s day.

Overall, Project SEE was once again a successful summer program for all involved. Every student completed the program and showed growth both vocationally and socially through skills learned and by demonstrating an increased level of independence. Parents were pleased with the program and had great things to say.

The following sites hosted our students this year: Marbles Kids Museum, SAS Institute Inc., NC State University in International Housing, Jordan Oaks, The Lodge in Wake Forest, Whole Foods -Wade Avenue and The Gardens in Wakefield.

OUR JOBSITES:

**WAKE**
- TJMaxx - Brier Creek
- DHL eCommerce
- Great Tech Geeks
- Poole’side Pies
- Sunrise Facility Services
- Party City - Brier Creek
- Wegmans
- Lowe’s Foods
- ServiceMaster
- Chick Fil A - Capital Crossing
- Chick Fil A - Glenwood
- Lifetime Fitness - Triangle Plantation
- Forks Café - Wake Forest
- Pet Mania - Wake Forest
- Jiffy Lube - Cary
- The Produce Box - Raleigh
- Waltonwood
- Ruckus
- Town of Apex
- KFC
- JC Penny’s
- A Touch of Love Cleaning Services
- The Templeton of Cary
- NC State Landscaping
- Applebee’s
- Burger King
- Carlie C’s
- Harris Teeter
- Publix
- PPD

**DURHAM**
- Durham Co-Op Market
- Duke Regional Hospital
- Harris Teeter - Durham
- Bojangles

**ORANGE**
- Whole Foods
- Café Carolina
- Harris Teeter - Carrboro
- Weaver Street Market
- Courtney’s Drop In Kids Care
- Chapel Hill Country Club
- Lowe’s Foods
- Harris Teeter - Chapel Hill North
- ABM Cleaning - Chapel Hill Public Schools
Another year has flown by and to say our community has been met with some challenges is an understatement. But, rather than focus on the challenges let’s look at the positive things that have happened. Under the Individual Services Department we served 216 participants this past fiscal year. We could not have done it without the team approach between our participant’s, families, Support Professionals and community partners.

Our department has worked tirelessly to make sure we are providing the best standard of care. You may have heard of new terms in regards to the future of Medicaid Transformation like social determinants of health and tailored plans. And while this can be confusing, especially when dates and definitions continue to change, The Arc continues to be a constant in quality service provision. The Individual Services Department’s hard-working Qualified Professionals/Supervisors do an excellent job of keep up with Medicaid rules and guidelines so that our participants get the supports they deserve.

With the on-set of Covid-19 in March, the last quarter of the year did prove difficult in that we were all in unchartered waters. One of the first changes was that some of our Medicaid services began to be provided virtually (telehealth) as well as in the community, depending on the need of the individual and his or her family. We respect that our families may not have wanted support staff in their home - but we were always prepared to provide services when they were ready.

It was an exciting year of positivity and growth for our Community Navigator Department. Fiscal year 19-20 brought an updated contract with Alliance that added the Community Navigator service in Wake and Durham counties. Previously, The Arc had only been contracted to provide the service through Cardinal. With the expansion of our service area came an influx of new cases – 17 for the year, bringing our year’s total to 64. I’m grateful to the Care Navigators at Alliance for spreading the word and referring families to The Arc for this versatile and rewarding service.

For those of you unfamiliar with the Community Navigator service, it has a very broad service definition, with Community Navigators taking on the role of plan writer, advocate, financial advisor, and realtor, among others. Among our success stories for the year comes one from a new family in Wake County. At the intake meeting, this family made it clear that it was a priority to find an appropriate lift system for their son to make transfers easier and safer. Our Community Navigator was able to locate a vendor and the system was installed this past year. Also in Wake County there was a family who was confused and apprehensive about the process for obtaining guardianship. With some coaching and some resources from our Community Navigator, this family went through the process with no trouble.

Our growth and increased caseload size has meant that we are well on our way to upgrading our current part time position into a second full time Community Navigator position, hopefully by the end of FY2021. It’s exciting to see our department grow as we’re able to support more families across the Triangle.
The Human Resource Department started 2019-2020 with big change. Heather Sapp was promoted to Recruitment Specialist. She had tremendous success in her previous role as Employee Relations Specialist and that success has funneled into her new role. By the end of 2019, recruitment was stabilizing. Retention became the focus. Systems and processes were becoming routine and the department was able to improve employee satisfaction. We pushed for change in areas that our support professionals indicated needed work. One area was onboarding.

We worked to streamline the onboarding process. The Recruitment & Retention Work Group made changes throughout the winter.

We also planned several staff appreciation events. In August, we held an ice cream social for the direct support professionals. Members of the leadership team dished out ice cream sundaes to anyone who stopped by. In the spring as we grappled with Covid-19 and its effects, we sent newsletters to all of our support professionals. We enclosed small treats and sent thanks to those who continued to support participants in person despite the risk of Covid-19.

As the pandemic weighed on us, HR focused on the well-being of all of our employees. As we slowly received information from various federal and state agencies, we looked for ways to help The Arc’s employees. As our services slowed, many support professionals were laid-off. This lay-off did allow our employees to get faster access to unemployment. Many of them have since been rehired. For those employees who remained, we took steps to keep them safe by enacting Covid protocols and providing them with PPE. We also kept up with the improvements we made with onboarding and communication. Covid-19 forced us to learn how to navigate virtually. Hiring, onboarding and training have become virtual processes. While not perfect, technology has helped to keep us moving forward.

We continued our Employee of the Quarter program and honored the following recipients for 2019-20

**July - September 2019 - Dorothy Ransom; Honorable Mention: Pam Dove**

**October - December 2019 - Sandra Logan; Honorable Mention: Nancy Vargas**

**January - March 2020 - Edwena Miles**

**April - June 2020 - Hannah Steen**
COMMUNITY PROGRAMS ACROSS THE TRIANGLE
by Michelle Foy, Community Programs Director

The Community Programs across the Triangle provide meaningful social interactions on a weekly basis and continue to attract new participants. Whether one is participating in the Mall Walking Club with the Supported Retirement Program, Performing in the community with The Every Voice Choir, learning how to better advocate for oneself with the TSAN group, creating a new healthy recipe in the Cooking class, Bowling with the Friday Fun Day group or making and delivering floral arrangements with our Petals with a Purpose Program, a big smile is sure to be seen on everyone’s face. Volunteers are such a big part of the community programs success, so to show our appreciation volunteers were celebrated during Volunteer Appreciation Week April 19-25, 2020. Each day they were showered with thank you cards, words of encouragement to even having a “Virtual Happy Hour” via Zoom!

The Cooking and Nutrition class had a blast demonstrating their cooking skills at the start of the fiscal year by modeling a popular cooking show on the Food Network and had a mocked “Master Chef Cook-Off” challenge. Participants were broken into two groups and prepared the same meal of Baked Puerto Rican Rice with Sausage. The Master Chef Cook-off judging consisted of the following elements:
1. Recipe- Did the team follow recipe and use all ingredients
2. Safety- Did the team wear gloves and use a knife in a safe manner
3. Cleanliness- Did the team wash hands before, during and after cooking
4. Taste- Was it good!

Fun was had by all, but more importantly, class participants used this cooking challenge to discuss what skills they had learned and where they still needed practice.

Although the Coronavirus Pandemic came as quite a shock to everyone which forced community programs to move to virtual classes, with continuous support and resources participants were able to regroup and adapt to the new norm fairly quickly. The program began offering services in a couple of different ways. Online classes began being offered weekly via Zoom which consisted of Cooking Class Demonstrations, Triangle Self-Advocacy Network (TSAN) meetings, Chair Exercise and Choir Singalongs. COVID-19 resources as well as virtual activity resources were also shared in order for individuals to stay connected. Wellness checks began being provided which consisted of calling or emailing participants and caregivers on an ongoing basis. The majority of participants were able to adjust to the changes of online activities and enjoyed the interaction they received by participating in Zoom activities.
WINGS FOR AUTISM

On August 19, The Arc of the Triangle hosted its second Wings for Autism. Wings for Autism is an air travel training event for kids and adults with autism and other developmental disabilities. Our families went through ticketing, an authentic TSA security check, and boarding the plane. Delta came on board (no pun intended) as our airline partner this year. They pulled out all the stops. The number of their employees that came to volunteer was in the dozens. The flight crew came to the concourse, greeted our families, and posed for pictures. The ground crew was there to lend a hand. As usual- RDU and TSA staff were there to help make the day great.

Once everyone boarded the plane, including our volunteers, the senior flight attendant went over the safety guidelines while the other flight attendants passed out earbuds and spoke to everyone. It felt like the real deal. Then the real magic happened. Those engines started up and the pilot announced we would be “taking off” and the plane taxi’d around the airport’s 5000+ acres for a half hour. The response was amazing! Our participants did not want it to end. I didn’t either for that matter!

One mother had this to say: “The happiest man on the planet arrived home yesterday after a spectacular outing to RDU with his friend, Dieatra. Matt’s face almost broke, he was smiling so broadly and it stayed that way until bedtime. BTW, he HAD to wear his handsome new t-shirt to bed. The only down side, as far as I can tell, was that it was over. Matt could have stayed forever. Maybe we have a plane spotter in the making?? Thanks so much to you and all of the folks who made this wonderful event happen. It was right up there with a big lottery win.”

A slew of Arc volunteers along-side airport and airline staff made quite a team. It is our hope this partnership with Delta and RDU will continue for years to come so another 50 families can benefit from this amazing experience. It was a practical experience for our participants but also really fun and a little magical.
VOLUNTEERS

There are vital elements to making a successful non-profit agency. Volunteers and our community partners are one of the more important pieces. We recognize everyone who has helped out in some way with The Arc of the Triangle.

GROUP VOLUNTEERS:
Durham Tech
Lenovo
Meredith College Child Development Dept.
NC Central University- National Student Speech Language Hearing Assoc.
NC State University - Arnold Air Society
NC State Univeristy - PRT 238, Inclusive Recreation class
Southeast Raleigh HS Beta Club
Trinity School of Durham & Chapel Hill
Interns from UNC APPLES program and NC State’s COM 460 class

HOLIDAY GIFT DRIVE

Our Holiday Gift Drive was a bigger success than ever. The Arc of the Triangle was able to deliver gifts to many of our own participants, residents of the O’Berry Center, as well as participants served by The Arc of North Carolina.

Corporate/Group Donors:
Glaxo Smith Kline
Pleasant Grove United Methodist Church
Inner Health Chiropractic
Center for Chiropractic Wellness
NuAngels Home Care
RedHat

Individual Donors:
Melissa Jones, Laura Alden, Judy DiDonato, Marie Hughes, Hillary Laster, Allison George, Christine Ryan, Randy Kabrick, Karen Geringer, Eileen Patrick, Jennifer Pfaltzgraff, Majesty Robinson, Natasha Pratt, Katherine McDuffle, Gina Kinlaw, Keara Suzik, Katelyn Glassman, Rusty Mumford, Ivette Sanchez-Sandoval

COMMUNITY PARTNERS

AMF Pleasant Valley Lanes
AMF South Hills Lanes
Carrboro Fire Station 1
Covenant Christian Church
Chuck Jaynes Photography
Delta Airlines
The Food Bank of Central & Eastern NC
Fresh Market
Good Shepherd Lutheran Church
Hargraves Community Center
Hillyer Memorial Christian Church
Meals on Wheels
Marbles Kids Museum
RDU Airport
Reality Ministries
Resurrection Lutheran Church
Santa Claus
Seymour Senior Center
Steve Rubin Photography
Triangle Grace Church
Whole Foods

Ongoing Individual Volunteers - 24
One Time Event Volunteers - 120
2019 Arc AWARDS

THE GERALD BAUGH SELF-ADVOCATE OF THE YEAR
Robert Faircloth

TEACHERS OF THE YEAR
Chef Greg Hamm and Chef Regina Minter

EMPLOYERS OF THE YEAR
Courtney’s Drop-In Kids Care Relias Learning

DIRECT CARE PROFESSIONAL OF THE YEAR
Catrice Hines

PROFESSIONALS OF THE YEAR
Brittanie Mangum Katie Tompkins

VOLUNTEER OF THE YEAR
Kathryn Jones

SIBLING OF THE YEAR
Claire Isabel Gitterman

COMMUNITY PARTNERS OF THE YEAR
RDU Airport Triangle Grace Church

DISTINGUISHED SERVICE AWARD
Quinn Holmquist
FUND DEVELOPMENT
Our 2nd Annual Casino Royale should have been held April 2020 and was postponed due to Covid. We did have many of our awesome sponsors in place who insisted The Arc keep the donation. We then honored the sponsorship in the fall of 2020.

FOUNDATIONS, GRANTS & LOCAL SUPPORTERS
Amazon Smile
Cardinal Track Club
Crossroads Fellowship Foundation
Fidelity Charitable Gift Fund
IBM Employee Giving
Knights of Columbus
Orange County
Town of Carrboro
Town of Chapel Hill
Millbrook United Methodist Men
Zeta Tau Alpha Sorority, UNC

OUR FUNDRAISERS
End of Year Giving / #GivingTuesday
Red Nucleus Concert Fundraiser - Chapel Hill
Kendra Scott Gives Back - Southpoint, Durham

#GIVINGTUESDAY
So thanks.
SUPPORTERS

$5000+
Cardinal Track Club
Zeta Tau Alpha Foundation

$2500+
IBM
Publix Super Markets Charities
YourCause, LLC Trustee

$1500+
Carlson Family Foundation
Derek D. Elenbaas
Fidelity Charitable Gift Fund
Pediatric Possibilities
University Presbyterian Church

$1000+
American Endowment Foundation
Cristina Flake
Lamb Foundation of NC, Inc
Marsh & McLennan Agency LLC
Raleigh Neurology Associates
Secondstory Health LLC
Society of Clinical Research
United Way

$500+
Principled Technologies, Inc
Christine Ryan
IBM Employee Services Center
Apple, Kocela & Associates
Michael Madden
United Way of Greater Kansas City
Nick Keller
Joshua Ravitch & Amy Rosenthal
Thomas Davis
SunTrust
Ameriprise Financial
Chris Leith Automotive
David Demarini
Duane & Sally Bartholomew
Geneva Capital
Leann Graham
NC Electric Cooperatives
On Par Technologies
Raleigh Homes Realty
Robert Cooney
Withers & Ravenel, Inc.

$250+
Kendra Scott, LLC
Meredith R. Ellington
Henry Jones
Edward Jones
NC State Employees Combined Campaign
Jennifer Pfaltzgraf
Edward Scott Thomas
J. Rusty Mumford
Nancy Pfaltzgraf
Pediatric Therapy Associates
Laura Alden
Arnold Kaluzny
Taylor Furr
Lia McNeilly
Church of St. Thomas More
Joseph Boyette
Mary Beth & Dale Stillwell
Randall L. Jones
Schwab Charitable Fund
William D. Lappin
AmazonSmile Foundation
C. D. Johnson Harper
Eneta McAlister
Julia Moore
Eileen Patrick
Megan Richardson
Aaron Chen
Albert Failla
Allen Overman
Andrew Conner
Biogen
Carol & Marty Moore
Catholic Daughters of the Americas
Connie Cochran
DCL Management Group
Deborah Stanford
Dionne Lester
Geraldine Hasinger
Jerry Cotten
John W. Becton
Joseph E. Dew, Jr.
Kenneth G. Oakley
Kim Feller
Laura Northcutt
Margaret A. Deutsch
Marissa Tew
Marlys S. Akin
Mary Helen Page
Mary Kessler
Michael S. Tane
Sam D. Bryan
Stanley W. Black III
Todd R. McIntyre
Vickie Yongblood
Jennifer W. Walken
Keara & Kevin Suzik

$50+
Kerry McCarthy-Adams
Harry Moehring
Mark Wollerman
Amy W. Escheid
Donna J. Kregor
Emilea Boyette
Greystone Baptist Church
Maire Zmuda
Elizabeth LaPierre
David L. Drobot
Melwood Horticultural Training Center
Steven Jacobson
Elizabeth Diesel
Shannon Sikes
Al Capehart
Amy Krebs
Ann Matthesy
Anne Rothrock
Anthony Kraszna
Arthur Warner
Bonita Garland
Brent G. Rinholm
Carla N. Bernstein
Christal Delagrammatikas
Christie Barry
Christina Smith Hilliard
Christopher E. Koller
Colleen Armstrong
Cynthia Callahan
Cynthia Linton
David Charles Kenney
David Woody
David Thompson
Delondria Catrice Hines
Denis Pascarelli
Denise Llyod
Dickson Flame
Donald Hamrick
Donna F. Jarmsz
Donna M Beckmann
Edith H Horne
Eileen Rice
Elizabeth Thompson
Frances Duley
Fred and Lisa Clifford
George E. Forrest Jr.
Jackie Kelty
John Cordeiro
John M. Davis
Judy Elson
Lauren Walker
Laurie Nederveen
Lisa Hanson
Luther Liles
Marco Galaverna
Margaret P. Lucas
Mary C Snyder
Matthew Kuhr
Maura Waugh
Meg McDaniel
Melanie Edwards
Mella Louise Diaz
Michael Shore
Morry Spitzer
Pamela & Peter Catlin
Reece Dillard
Rene Gonzales
Rhonda George
Richard & Judith Didonato
Richard T. Liles
Robert Schwab
Rolland Olin
Sarah Vivian Harlan
Sivia Liboon
Stephen Fisher
Susan Book
Theodore Buckner
Theresa Troub
Troy McLean
Max VanName

>$500
Beta Theta Pi Fraternity
Carol Conway
Christine Agamaite
Peter Chae
Hillary Laster
Regina Drobot
Charles Stillwell
Dawn Selby
Darragh Davis
Freda Dias
David Brown
Adrienne Kittle
Angela M. Anderson
Annie A. Johnson
Brunilda Mendez
Carla A Erickson
Dominique Elliot
Donna P. Black
Elizabeth DeMelfy
Enjoli Allen
Etta Cox
Gene Presson
Gerald E. Stockley
Holly Severin
Jamie Richardson-Casey
Jessica Gutierrez
Jessyka Glatz
John Kessler
John Leon
Karen Stockley Geringer
Karen Wasburn
Katherine Tompkins
Kathy Honeyman
Keith Caslin
Krista Johnson
Linda Shipman
Liping Liu
Lisa Roberson
Lucy A. Haber
Martha Sorrentino
Mary Kuhl
Mary Lou Kransnick
Mary Moww
Melissa Pierce
Michelle Foy
Thurman P. Hilliard
Neil Cox
Orah Raia
Pam Hardee
Paul Yohabits
David Poe
Sandra Sharples
Sherri Claes
Steven Jones
Sue Lamp
Susan M. Harvell
Susanne Poythress
Tamela Yvette Haywood
Verizon
Kerry Hutchins
Amy Cole
James Cross
James E. Pilling
James Robertson
Latoya Todd
Maia Keller
Barbara Failla
Prithiva Ely
Kate Colburn
Amelia Langston
Darrin Frey
Dawson Berry
James L. Young III
Jeffrey P. Horsman
Kathleen Wilkinson
Linda Dickinson
Linda Gail Mathis
Michelle Rawls
Michael Naumoff
Rico Watson
Robert Gillis
Wanda S. Stephens
William Diehl
Billie S. Churchwell
Carisa Ransome
James O’Brien
Heather A. Sapp

DELIVERED IN KIND
# A SUMMARY OF THE 2019-2020 FISCAL YEAR

Total Public Support and Revenue: $3,512,000  
Total Expenses $2,989,337

## INCOME

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<td>Government Grants</td>
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<td>Interest/Dividend Income</td>
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<td>Realized &amp; Unrealized Gains</td>
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**Total Income: $3,512,000**

## EXPENSES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>2,609,062</td>
</tr>
<tr>
<td>Community Programs &amp; Events</td>
<td>24,016</td>
</tr>
<tr>
<td>Supporting Services:</td>
<td></td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>342,469</td>
</tr>
<tr>
<td>Fundraising</td>
<td>8,258</td>
</tr>
<tr>
<td>Payments to Affiliated Organizations</td>
<td>5,532</td>
</tr>
</tbody>
</table>

**Total Expenses: $2,989,337**
2019-2020
BOARD OF DIRECTORS

Christine Ryan, President
LeeAnn Graham, Vice President
Josh Ravitch, Secretary
Derek Elenbaas, Treasurer
Dave Woody, Past President
Laura Alden
Peter Chae
Robert Faircloth
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Hillary Laster
Rusty Mumford
Paul Yokabitus

JOIN
To become a member:
• visit our website to join online
• call the office to have a membership form sent to you

SUPPORT
The Arc of the Triangle is funded through state and local funding, revenue generated from its programs and donations from Arc members, corporate and foundation grants, and state and federal employee workplace giving programs. The Arc also sponsors fundraising events to bridge the gap in funding support and to add new services.

OUR LOCATIONS

Durham/Orange
1709 Legion Road | Suite 100
Chapel Hill, NC 27517

Wake
5121 Hollyridge Drive | Suite 100
Raleigh, NC 27612

919-942-5119
www.arctriangle.org