2020-21 ANNUAL REPORT
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

STAFF 2020–2021
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  Stephanie Cole
Meaghan Harrison  Trista Palmer  Nina Rhoades Laura  Williams
Angell Harrell  Kevin Mercer  Sandy Rogowski
Kathy Mayer, LCMHC-A

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

Community Programs:
Doug Gill  Hailey McCulloch, MT-BC
Dona McNeill  Brandi Hancock

Administrative Team:
Kenneth Kelty  Heather Sapp  Keara Suzik
Joy Allen  Shannon Williams  Ariz Zekir
MESSAGE FROM
JENNIFER PFALTZGRAFF, EXECUTIVE DIRECTOR

Dear Friends and Supporters,

The Arc of the Triangle spent the 2020-2021 year at home and online. At first I set up my “desk” on my dining room table thinking it would be a couple of months. As summer approached I made the move to turn what had been our daughter’s bedroom into my home office. As much as I did not want it to feel permanent, very quickly it did. Like everyone, I felt anxious and worried and a little bit angry. Scared for my child with cerebral palsy and my 85 year old mother. Fear of the unknown. So I took control of what I could and dove into my work to do everything I could to continue to support the disability community.

At The Arc of the Triangle, we learned to adapt our work lives in the spring of 2020. Meeting regularly on Microsoft Teams for virtual meetings, we worked on how we would deliver services and support the disability community during the pandemic. By July 1, 2020 we were developing and implementing online services and events. One Zoom account for the agency turned in to three. We subscribed to Kahoot! for online trivia games for both fundraisers and staff meetings. Microsoft Teams was essential for every day business.

Arc Triangle University was launched – an array of online classes that were designed to promote movement, socializing and education. Read more about these classes inside. Supports & Seminars like Future and Financial Planning became webinars. Medicaid and Vocational Rehabilitation services were slower to get telehealth services offered- but once they were offered, we saw a significant increase in our provision of Medicaid services and other state funded services while COVID numbers raged.

Individuals from all over signed up for our online classes- the furthest from Pennsylvania! We “met” a lot of new friends through ATU and our webinars. Many of these families had not heard of The Arc of the Triangle. Most individuals who joined us did not receive any Medicaid services like the Innovations Waiver. The Arc continued to strive to support as many individuals as we could through this difficult time.

While we navigated the challenges posed to our service delivery we also had to re-create our fundraising plans. In April 2020 we had planned to host our annual Casino Royale, which had already been postponed. We chose October 2020 as our new date. As summer began to wane, we realized we would not be celebrating in person in October either. Our Development Committee and staff brainstormed and came up with an online Casino Royale to be held via Zoom. Every guest got a Party-in-a-Box that included charcuterie and other snacks and sweets, Bingo cards, Poker rules, Arc swag, Hand sanitizer (OF COURSE!), and a bottle of bubbly. Guests signed on for rounds of Bingo and during the event we added trivia to keep the night going. Winners won prizes that included gift cards and other goodies. We also moved our auction online for the first time ever. By spring we knew we needed another fundraiser and help. So we invited everyone to “Spring Fling” two days of online games! Both events were unique successes.

So much of the 2020-2021 year was full of sadness, frustration and loss. So many of our families and staff were affected in some way by the COVID-19 pandemic. Yet we managed to find our silver lining: the people around us. The families that allowed us to continue to serve them. The donors that gave more than the year before. The employees that put themselves in situations most of us were able to avoid, like going out in public to provide services. To all of them, I say thank you.

Jennifer Pfaltzgraff
Executive Director

Editor’s Note: Sadly, due to the COVID-19 pandemic, this annual report will have less photos than most years.
4-YEAR ACCREDITATION ACHIEVED
by Lisa Maier, Quality Assurance Director

The Arc of the Triangle has chosen The Counsel on Quality and Leadership (CQL) as its National Accreditation partner for the last 15 years. In early 2020 we were all met with the challenges of a pandemic so we had a decision to make. Do we postpone our accreditation or push forward? If we can launch Arc Triangle University, support families and staff through technology, and move meetings and staff training to virtual venues, we can do anything. As we prepared for our next review we realized it was time to reach higher than the 3-year CQL Quality Accreditation. We were confident that reach higher and go for the 4-year Excellence level.

The format of our accreditation went from in-person to all virtual for four days in April of 2021. For two of those days we balanced staff and participants in two virtual rooms simultaneously. We had discussions about how we meet the CQL Basic Assurances and Shared Values. We held staff and participant forums and a Personal Outcome Measure (POM) interview. On the third day we invited parents to join staff, participants and our Board members in a Stakeholders day. Its this additional day that supports our excellence level of accreditation.

Stakeholder’s day brought people, that may not have met before, together to brainstorm on The Arc’s strengths and identify where we could improve. Stakeholders included the people we support, their family members, individuals from our board of directors and staff. The day was very productive. It was exciting to hear all the good things The Arc stakeholders shared about the work we do and how we continue to innovate, change and grow. From this we then developed our three quality improvement projects.

- How we can empower people to take ownership of their services,
- How can we make the service planning process more meaningful to those supported and
- Improve recruitment and retention of qualified staff during this staffing shortage.

The Arc continues to work on these projects and revise as needed. We thank everyone who participated.
The Arc’s Supported Employment Staff continued providing supports and services out in the community despite the surge of COVID-19 this past fiscal year. We were one of the very few Community Resource Providers contracted with Vocational Rehabilitation (VR) that continued to be out in the community providing job development and on the job in person support as well as community based vocational evaluation services. Despite a large drop in people with IDD seeking jobs during this time The Arc received 71 new referrals for services from VR.

The Supported Employment Department also saw growth and change this year. We were able to add a new position for an Employment Specialist to cover all of the B3 Medicaid Supported Employment and Long-Term Follow Along services.

This fiscal year brought no shortage of job opportunities with job vacancies growing in record numbers. The disadvantage was that employers were not as willing to allow for job modifications due to the labor shortage. Employers were seeking individuals who could do a myriad of tasks that were even sometimes outside of the regular job description. This did not deter our dedicated staff from advocating for those participants who were willing and eager to be out in the community and working. Some creative thinking, lots of brainstorming and determination resulted in 42 people getting jobs.

For those participants who were not ready to be out in the community, VR continued with funding for a service called Community Inclusion that allowed for virtual one on one meetings with participants. Services were provided as scheduled meetings and the participant and Employment Specialist worked together to determine what vocational topics would be covered; everything from Job Preparedness and Disability Awareness Topics to Health, Safety & Wellness and Independent Living. Participants were engaged and challenged think about set goals for their future. VR ended the funding for this service on December 30, 2021. Having the virtual service end gave several participants the time to prepare and ultimately the push that they needed to get back out into the community. A few of them have already gotten jobs and we will continue to work hard and advocate until they are all successfully employed.

OUR JOBSITES:

**Wake:**
- Fresh Market
- McDonald’s
- The Laurels at Forest Glen
- Buffalo Wild Wings
- DHL
- Harris Teeter North
- K9 Resorts
- YMCA
- Michael’s
- Food Lion
- Magnolia Glen
- Smithfield’s Chicken & BBQ
- Quail Ridge Books
- Sam’s Club
- Applebee’s
- Centerplate at the Raleigh Convention Center
- Publix
- TJ Maxx
- The Forks Cafeteria
- Lowes Foods

**Orange:**
- Harris Teeter
- Bojangles
- Wegmans
- Whole Foods
- Nothing Bundt Cakes
- Orange Co. Rape Crisis Center
- Cocoa Bean
- Purple Bowl
- Weaver Street
- Extraordinary Ventures

**Durham:**
- NCCU Food Service
- Bojangles
- Harris Teeter
- Duke Regional Hospital
- Royal Threads
For many years, Project SEE was a traditional 6-week summer internship program, but COVID-19 changed that. The premise of the program did not change. It continues to serve Occupational Course of Study (OCS) high school students who work in teams of two or three students and a job coach to gain valuable vocational experience as well as earn the paid work credits needed to earn a high school diploma.

During the spring of 2020 and a long quarantine, we decided to develop the first ever Project SEE pre-vocational workshop and we were going to do it virtually. We held two sessions via Zoom with a total of 29 students participating with the support of 14 job coaches. Project SEE offered workshops on post-secondary options, self-advocacy in the community and the workplace, dress and hygiene in the workplace, job searching, how to fill out a job application, resume writing, and interviewing skills. The students worked hard to develop a resume and complete a mock interview to complete the pre-vocational workshop.

As the state moved into phase 3 of quarantine and job coaches became available, Project SEE started to slowly place students at job sites. Between October 2020–June 2021 out of 48 students we had 32 students complete the entire program successfully despite the challenges of trying to find placements comfortable enough to let Project SEE student come in to work or finding staffing who were comfortable working in the midst of the pandemic even with safety precautions in place. Overall the program was a success for the interns.

### PROJECT SEE JOB SITES

**Durham County:**
- Lakewood YMCA
- Downtown Durham YMCA

**Wake County:**
- The Lodge at Wake Forest
- The Food Bank of Eastern and Central North Carolina
- Whole Foods- Wade Ave.
- Taylor YMCA
- Kerr Family YMCA
- Kraft YMCA
- Poole YMCA

**Orange County:**
- Chapel Hill- Carrboro YMCA
I have to say that I am so grateful to The Arc community with their patience and resolve this past fiscal year. We continue to learn how to live with COVID-19 and all the challenges it has presented to us. People coming together during this difficult time renews my faith in people and sense of community. The Arc had worked tirelessly to figure out creative ways to keep connected with the community during a time when we had to be isolated. As time went on, our system started to allow for some flexibilities in billing for services (Medicaid’s Appendix K) such as providing virtual supports, family members living in the home working with their minor child, using more services hours then were allowed in the budget and so on.

With some caution, we have seen an increase of families resuming services and supports. Families who were concerned with the risk COVID posed to their loved one at the thought of in person services. Because of their individual circumstances we worked together as a team to help support the individuals we serve and their families in ways they felt most safe. This has led to families getting those much-needed supports for their children so they can help avoid some of the mental health risks of isolation.

We have gone several transitions. We changed our Electronic Medical Record (EMR- Online database and clinical notes for billing and Payroll) to OnTarget, an Aymira company. This was a much-needed change for us. It allows is to expand our services into behavioral health as well as comply with the new Electronic Visit Verification (EVV) system that the federal government mandated to start July 1st, 2021. EVV is basically staff checking in and out of their shift using GPQ to ensure services are being delivered correctly. Switching to EVV had proved to be a statewide challenge, as we continue to navigate the role between our Local Management Entity (Alliance, Cardinal, Vaya), HHAeXchange (Third party Electronic Medical Record for the State) and The Arc. Although we faced some challenges with moving target dates and getting proper information out to providers like us in time, we worked hard to make sure there was continuity of care for those we serve. Our Individual Services team worked very hard to ensure services continued. Our Direct Support Professionals went through training and were very flexible and dedicated through the transition.

This year challenged The Arc of the Triangle critically look at our services and how we deliver them which allows us to support our participants and their families during these difficult times.

It has been a year of growth for Community Navigator. Over the last 12 months we expanded our team from 1.5 to 2 full time Community Navigator positions, and our total caseload grew with 24 intakes, allowing us to serve 92 total individuals. As COVID pressed on, the Community Navigators stepped up their game, locating not only resources for personal protective equipment, but also a variety of virtual activities to keep their participants engaged. Our Community Navigators work daily to connect participants to the resources available in their communities. Over the last year we have assisted individuals and families with navigating guardianship, transitioning from institutional to group home life, managing their finances, advocating during school meetings, living independently, and finding free or low-cost local entertainment and engagement. As MCOs have transitioned and care teams have changed, our Community Navigators have remained a constant thread of support and guidance for the people we serve.
This year was difficult for so many. Yet somehow we were able to see learning and positiv-
ity came about from this year, too. In July of 2020, the initial shock of Covid was lessening,
but a large portion of our employees were still furloughed and learning how to navigate a
virtual world.

Human Resources learned how to transfer administrative duties to the virtual world. As
Medicaid introduced “flexibilities” to the rules that govern staffing, many family members
were stepping in to provide services to their loved ones. For many of our families the pan-
demic meant they no longer were able to work due to child care or health issues. We be-
lieved these types of changes would be temporary.

What was so incredible was as the pandemic wore
on, our employees displayed over and over again
their commitment to The Arc of the Triangle and our
participants.

The Arc of the Triangle felt the pains of the national
labor shortage. In this fiscal year, The Arc hired less
than half the number of employees we hired in an av-
erage year pre-COVID. While this was disheartening,
we made changes in our structure to accommodate
these changes. We focused on some of our human
resources practices and were able to improve them.
Recruitment struggled, but forced us to try new things
and create solutions that work.

Having fewer employees gave us the time to develop
stronger relationships, focus on training and learn more
about the needs of participants. Retention became
more important due to the diminished workforce. As we
emerge from the pandemic, we hope to be able to con-
tinue the improvements as our employment numbers
increase. Our foundation is strong and ready to grow.
COMMUNITY PROGRAMS ACROSS THE TRIANGLE
by Michelle Foy, Community Programs Director

The Community Programs continued to deal with the COVID-19 Pandemic during this reporting period and by July 2021 participating in virtual classes had become a way of life and a household staple for many. With the uncertainty and the ever-changing news reports related to COVID-19, The Arc’s Community Programs were the one thing that provided a sense of normalcy. In addition to activities offering a safe, fun and reliable way to interact and stay active, it also proved to be a lifeline for so many individuals and helped to keep people connected and less isolated.

Online classes continued to be offered weekly via Zoom which consisted of Cooking Class Demonstrations, Triangle Self-Advocacy Network (TSAN) meetings, Chair Exercise and Choir Singalongs. As COVID-19 continued to impact our daily lives with mandated stay at home orders and self-quarantines, The Arc had to look at how we defined “support” and find new and creative ways to connect with the individuals we support on a larger scale. In October 2020 we launched Arc Triangle University (ATU). ATU is a series of online classes and recreational activities for children, teens and adults with five tracks- Health & Safety; Independent Living; Self-Advocacy & Self-Determination; Social & Recreational; Work Readiness. ATU allows for learning and socializing all from the safety of one’s home.

We use Zoom to host all ATU classes, have online class rules and expectations and we also enable the waiting room and use a password to ensure cyber safety for our participants. Classes are offered on a rotating basis (5 or 8 weeks) and have included the following:

- Work Readiness
- Independent Living
- Cooking & Nutrition
- Gentle Yoga, Cardio Conditioning & Dance & Basic Workout
- Art Appreciation & Music Appreciation
- Basic & Intermediate Drawing
- Beginner’s Voice
- Sing-a-long Class, featuring a Holiday Sing-a-long

TSAN ADA Project
In November 2020 TSAN members began working on an ADA Project, a video titled “What Makes a Zoom Meeting More Accessible to a Self-Advocate”. Members worked in partnership with Karen Hamilton and the NC ADA Network, an initiative of the NC Council on Developmental Disabilities in which they received $350 for their work. The project was completed in April with final edits made after that before distributing to the NC Council on Developmental Disabilities and added to The Arc’s YouTube Page: https://www.youtube.com/watch?v=5RiKmEcwzVo

Party & Pic’s with Santa
We were determined to continue the tradition of having The Arc holiday parties that are loved by so many, so we made the party virtual and held our very first Party & Pic’s Virtual Holiday Party. Families were able to register their kids to have one on one time with Santa and Mrs. Claus, take pictures (on the computer screen) and then sign up to have group story time in which holiday classic stories were read to the children (Twas The Night Before Christmas, How The Grinch Stole Christmas).
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 that while we partnered with only a few volunteers this year, we appreciate everyone who has helped out in some way with The Arc of the Triangle.

**COMMUNITY PARTNERS & EVENTS**

Due to the COVID-19 pandemic, we were unable to partner with any community partners except the Raleigh Santa & Mrs. Claus Organization for Party & Pics and the NC Museum of Art, sharing resources at Art in Bloom.
2021 Arc AWARDS

THE PRESIDENT’S AWARD
Christine Ryan

THE CHARLES F. BLANCHARD DISTINGUISHED SERVICE AWARD
Colleen Lanigan

PROFESSIONAL OF THE YEAR
Brianne Bates

TEACHER OF THE YEAR
Diane Goodman

EMPLOYER OF THE YEAR
Johnny’s Pizza; Stephen Roark

SIBLING OF THE YEAR
Victoria C. Nneji

SUPPORT PROFESSIONAL OF THE YEAR
Tony Hall

SUPPORT PROFESSIONAL OF THE YEAR
Coleman Simpson

DIRECT CARE PROFESSIONAL OF THE YEAR
Crystal Kelly Powell

VOLUNTEER OF THE YEAR
Hope Voelkel Emily Wallace
Katherine Hart Stephanie Marvin
Alisha Taylor
FUND DEVELOPMENT

Thank you for coming to The Arc of the Triangle’s CASINO ROYALE
Saturday, October 20, 2020 7pm via ZOOM!

Thank you to our sponsors!

FULL HOUSE

ETHAN’S
FRIENDS

IBM

FLUSH

PUBLIX SUPER MARKETS
CHARITIES

CARY ESTATE PLANNING

THE ELENBAAS FAMILY

THE KELLER FAMILY

THE MADDEN FAMILY

THE PETER CHAIR

THE PHILANTHROPY

THE ROYAL FAMILY

THE SORORITY

THEUMF

ALL IN

Marie Hughes & Judy DiDonato • Hillary Laster • Christine Ryan & Katie Holmes

FOUNDATIONS, GRANTS & LOCAL SUPPORTERS

Amazon Smile
Cardinal Track Club
Fidelity Charitable Gift Fund
IBM Employee Giving
Knights of Columbus
Orange County
Town of Carrboro
Town of Chapel Hill
United Methodist Men
Zeta Tau Alpha Sorority, UNC

OUR FUNDRAISERS

Singing Valentines
End of Year Giving
Kendra Scott Gives Back
SUPPORTERS

$2500+
Blue Cross Blue Shield
Cardinal Track Club
Nick Keller

$1500+
Colleen Armstrong
Melwood Horticultural Training Center
Carlson Family Foundation
University Presbyterian Church
Fidelity Charitable Gift Fund
Zeta Tau Alpha Foundation
Jennifer Pfalitzgraff
Red Hat, Inc.

$1000+
Carol Ann Bylinski
SunTrust
Dawn Rohlik
Mary Beth & Dale Stillwell
Jennifer Eileen thompson
Girish and Poonam Pande
Douglas Patterson
The Benevity Community Impact Fund
Arnold Kaluzny
Nancy P. Pfaltzgraff
Debra Liles
William Hoffman
Lynn Cotterill
Marie L. Hughes
Hillary Laster
Kendra Scott LLC
IBM Employee Services Center
Christine Ryan

$500+
CI Marketing Group, LLC
Ketwan Williamson
Methodist Men
Roxta Pourdeyhimi, MD
Alice Wertheimer
Karen Geringer
Meredith R. Ellington
Wells Fargo
Eman Ziada Brandt
Alonzo Cole
Blankenship Associates, Inc.
David G Woody
Peter Chae
Raleigh Homes Realty
Robert Cooney
Timothy Humphrey
United Methodist Foundation
IBM Employee Services Center

$250+
James Steele
United Way of Kansas City
GlaxoSmithKline
Principled Technologies, Inc
Michael Madden
Thomas Wilder

$50+
Carol Conway
Eneta Mcalister
Mary June Jones
Sandra Hirota
Susan Ciolino
Jackie Kelty
Brandon Moorefield
Renee Cannon
AmaZonsmile Foundation
Kathryn Jones
Church of St. Thomas More
David Demarini
Jennifer Page
Judith DiDonato
Lora Dagenhart
Mary Kessler
Neil Falkingham
Patrick Rameas
Eileen Patrick
Eman Brandt
Derek Langston
Kerry McCarthy–Adams
William Keller
Traci Sheaffer, MD
Deborah Moehring
Suzanne Jones
Robert Hartman
Network for Good
Albert V Failla
Amy Moulds
Ann Matthesse
Arlene Raminos
Carla N. Bernstein
Carol Moore
David Pearlsig
Dawn E. Enochs
Debbie Ray
Edward Scott Thomas
Heather Krasznai
IQVIA
Jamie Beavers
Jane Ellen Fisher
Jillian Anzalone
John Davis
John W. Becton
Joseph Morgan
Julie White
Karen R. Preis
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Lynn Benson
Marissa Tew
Mark Wolfmeran
Melinda Brown
Melissa Kaluzny
Melissa Stockley Jones
Michael Tane
Millie Kabrick
Patricia Mahoney
Randall L Jones
Randy Kabrick
Rhonda Webbold
Richard Watts
Robert & Barbara Smith
Sara Candore
Sarah Weiser
Thomas Davis
Tom & Patty Davis
Karen Velasquez

Sun Trust United Way Campaign
Beth Warren
Wendy Steele
Deborah Stanford
Donna J Kregor
Mark Pfalitzgraff
Lisa Hanson
Patrick Davis

More than $500
Ashely Jamison
Donna K. McNeill
Grant & Brenda Peterson
Kellyann Breast
Ken Alden
Kerry Hutchins
kim Feller
Kimberly McClain–Coleman
Rex Mercer

$1000+
Sam Jackson
Vickie Yongblood
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Terry Curro
Elizabeth Zikmanis
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Abraham Karpel
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James Cornell
Megan Eaker
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Thomas Brown
Aaron Drokin
Amelia Langston
Catherine Rabon
Christine Franke
Courtney Turner
Darrin Frey
Erik Eide
Derek Flake
Gunnar Levin
Neela Hrynewycz
James L Young III
Jeffrey P. Horsman
Keara Suzik
Laurie Nederveen
Mason Dunlap
Matthew B. Thompson
Matthew Howard
McKenna, Andrew
Ishara Munsiri
Prerithi Siriram
Richard Kreiselman
Robert John Gillis
Ronnie Dean Marshall, Jr.
Samuel P. Dickinson
Toney McNair
Ewan Toscano
Richard Watson
Aprill Brown
Cheryl Alston
Heather A. Sapp
Jayne Jungen
Judith Diab
Lauren Shepard
David B. Krana
Hope Voelkel
A SUMMARY OF THE 2020–2021 FISCAL YEAR

Total Public Support and Revenue: $3,082,053
Total Expenses $2,542,000

INCOME

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$3,082,053

EXPENSES

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$2,542,000
2020–2021
BOARD OF DIRECTORS
Christine Ryan/Maia Keller, President
Maia Keller/Hillary Laster, Vice President
Josh Ravitch, Secretary
Derek Elenbaas, Treasurer
Dave Woody, Past President
Laura Alden
Allison Baer
Peter Chae
Kenzie Clark
Robert Faircloth
Nick Keller
Roxana Pourdeyhimi
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