

# THE ARC OF OAKLAND COUNTY 2023 ANNUAL REVIEW

Dear Members and friends of The Arc of Oakland County:

I am pleased to present The Arc of Oakland County's 2023 Annual Review. This document provides information about our organization's programs, services and finances over the past calendar year. Our generous donors, strong supporters, partners, and membership played key roles in our many accomplishments.

The Board of Directors worked collaboratively with Dawn Calnen and the rest of the staff, to continue implementation of The Arc of Oakland County's 2022-2026 Strategic Plan. One huge step toward becoming a stronger organization and serving more families, in more ways than ever before, was to expand and renovate our existing office space. That one-time building and furniture expense created a fully accessible and flexible large group meeting room and the Advocacy Resource Center! These new features take our prior information referral services two steps further by offering a welcoming comfortable space with technology and helpful staff leading people through accessing or troubleshooting services and connecting them to providers and resources.

So many children, teens and adults with special needs in Oakland County still face obstacles throughout their lifetime. From access to a playground, public transportation and government benefits, to safe housing and adequate direct care support, they strive to participate in things so many people take for granted. Our comprehensive Forever Plan program has continued to demonstrate our unwavering commitment to meet the needs of an individual throughout their entire lifespan. We increased the number of people being serviced through this program, and expanded the outreach to explain all the services The Arc of Oakland County provides.

In 1967, founding Oakland County families got together and planned for an organization filled with hopeful possibilities. Since then, many laws and opportunities have been made, but we still strive to improve local, state and national systems of supports and services; connect families; inspire the community; and influence public policy.

Best Wishes,



Lisa Kowalski  
President, Board of Directors

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The Arc of Oakland County is a non-profit membership organization, with more than 1,028 members, working directly with children and adults with intellectual and developmental disabilities and their families.

We advocate for the rights and full participation of all children and adults with disabilities. We strive to improve systems of support and services; connect families; inspire our community and influence public policy.

## Advocacy Resource Center - NOW OPEN to Members!



The Arc of Oakland County's Advocacy Resource Center is **NOW OPEN** to our members! We have created a safe and inviting space for individuals and their families to receive guidance and assistance in various capacities.

We provide a range of supportive services, including benefits counseling, access to educational materials, assistance navigating complex government entitlement guidelines, medical & educational systems, and support networks. Our knowledgeable advocates can also help connect families to other needed community resources and activities.

Additionally, Direct Support Professionals are able to utilize our computers to participate in online trainings required for their role, as well as access to assistance in completing employment paperwork and documentation required for the Medicaid covered service provided.

*Made possible and proudly supported by:*

## The Schoeffel Family



Oakland County Housing Consortium

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Our advocacy team spent 2023 working to expand services and programs for our membership and community. This included working diligently to perfect details of the Advocacy Resource Center as well as developing new approaches to enhancing services for our members. Here are a few highlights:

- We developed a process to address erroneous Medicaid denials and have directly assisted over 50 people in correcting their benefit determinations and reinstating Medicaid coverage. Our guidance has been shared with agencies in Oakland County and across the state of Michigan to help countless others.
- We created a Membership Portal as a way to connect directly with our membership. We offer monthly "How To" videos with tips and information followed by a live Q&A relating to many areas of interest.

We made concerted efforts to interact with our community through attending more than 25 speaking

- engagements and resource events to share information about benefits, entitlements, and services for individuals with developmental disabilities.

## Advocacy in Action

**Advocacy Services:** The Arc of Oakland County provided advocacy services to more than 1,450 individuals in the past year. These services included Social Determinants of Health, Access to Services and Transitioning to Adulthood, Benefits and Entitlements, Info and Referral to Community Partners, Education, and Resource Protection-Future Planning.

**Financial Management Services (FMS):** The Arc of Oakland County serves as the Financial Management Service provider for individuals who have chosen to enroll in Self-Direction. The Arc of Oakland County currently serves approximately 1,200 individuals.

## The Forever Plan

**The Forever Plan** offers a formal and comprehensive plan of lifetime advocacy. The Forever Plan is designed to meet the needs of the individual by utilizing all available community resources.

Our Forever Plan inquiries and enrollments continued to grow over the past year as we now have over 130 individuals enrolled. We are excited to incorporate an online portal, where families can respond to internal communications, upload documents and more.

## Fundraising & Events

The Arc of Oakland County relies on fundraising to support its programs, as it supplements the agency's income. We had a very successful year of fundraising introducing new partnerships & promotions and new and exciting ways for supporters to give and get involved with The Arc!

**2023/2024 Gorman's Charity Recliner Promotion:** Raised more than **\$2,050.00!**

**2023 Knights of Columbus Tootsie Roll Drive:** Raised more than **\$6,000.00!**

**2023 Run Challenge:** Raised more than **\$8,600.00!**

**2023 Holiday Appeal:** Raised more than **\$21,600.00!**

**2023/2024 Plante Moran Cares:** Raised more than **\$11,470.00!**

**2024 Dove Awards:** Raised more than **\$26,750.00!**

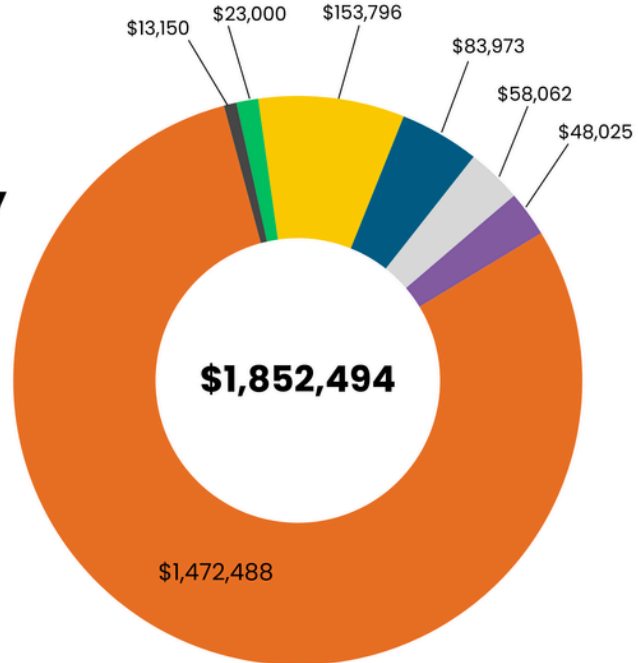


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## 2023 Revenue

### The Arc of Oakland County Revenue

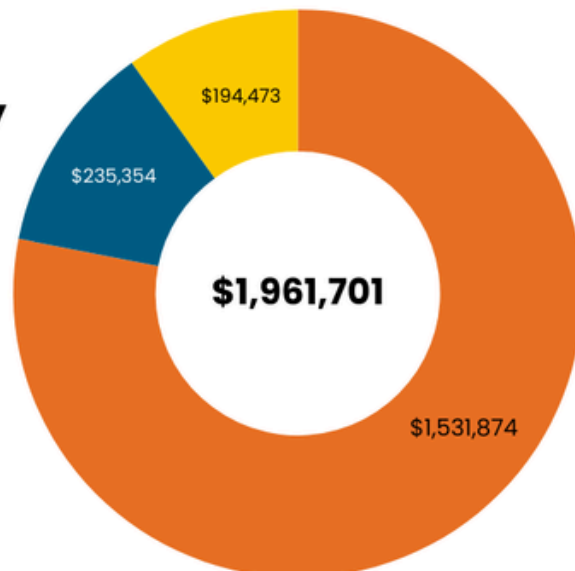
- | <u>Program Services</u>                                                                                                       | <u>Support</u>                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Forever Plan</li> <li>Legal Services</li> <li>Financial Management Services</li> </ul> | <ul style="list-style-type: none"> <li>Grants</li> <li>Membership dues</li> <li>Events</li> <li>Donations</li> </ul> |



## 2023 Expenses

### The Arc of Oakland County Expenses

- Program Services and Advocacy Enhancements
- Fundraising and Fund Development
- Management and General



\* In 2023, The Arc of Oakland County's Board of Director's committed to utilizing a one-time portion of The Arc's operating reserves to fund the development of our Advocacy Resource Center and fully accessible enhancements. The board recognizes that investing reserves back into the community demonstrates stewardship and dedication to helping people live their best lives.

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## Member Testimonials

“  
*Testimonial*  
★★★★★  
Our son recently had an unexpected Medicaid redetermination. An advocate at The Arc came in during their holiday break to file an appeal for our son’s case. I cannot tell you what a blessing this was to us!  
”

“  
*Testimonial*  
★★★★★  
I want to thank the advocates at The Arc of Oakland County for advocating for my son. The knowledge you brought to the table was helpful to everyone.  
”

“  
*Testimonial*  
★★★★★  
Knowing the Forever Plan is there will give me peace of mind. I wish I had done this 10 years ago.”  
”

## 2023 Leadership Team & Board of Directors

### Leadership Team

Dawn Calnen, J.D.  
Executive Director

Beth Lafata  
Comptroller

Christie Kay  
Director of Programs & Operations

Allison Murowany  
Director of Marketing & Communications

Monica Knoblock  
Director of Financial Management Services

Kiesha Lawton  
Forever Plan Coordinator &  
Member Services

### Board of Directors

Lisa Kowalski, President

Kara Sprague, Esq., 1st VP

Randy Meono, 2nd Vice President

Suzanne Marquardt, Secretary

Jerry Rubin, Treasurer

Tom Quakenbush, Past President

### Delegates-at-large

Shashi Bihani

Patrick Kauffman

Mark Buckley

Julianne Lalik

Max Elliott

Paul O’Meara

Tim Hatfield

Vernal Tiller

Dawn Hayes

(Welcome new 2024 board member!)

Ellen Hulverson

Ann Wiedelman