Warm greetings to you all!

This year was truly a year like no other as we navigated the challenges faced by our chapters and the people we support due to the ongoing pandemic. Despite these challenges, NCE and our chapters had a number of impressive accomplishments which are highlighted in this annual report.

Our focus in 2020 since the beginning of the pandemic has been on the continued growth of our professional development opportunities and resources for the benefit of our NCE members.

In the face of an unprecedented shift in operations, we developed new and innovative ways to connect with our NCE members including across our virtual events: a highly successful virtual SLI series, Professional Development Seminar, and NCE Distinguished Professional Awards during this year’s National Convention. The NCE Local Executives Google Group listserv was an invaluable tool that provided our members with the ability to connect with and leverage the unique talents, ideas, and resources of NCE across the country, and was heavily used this year to share what our chapters grappling with through COVID-19.

I would like to thank all of the members of the NCE Steering Committee for their hard work and dedication, as well as Peter Berns, CEO, Abby Owusu, Senior Program Associate, and many other staff of The Arc’s national office for their hard work and support. I would especially like to thank my 1st Vice Chair and incoming Chair Chris Stewart and my 2nd Vice Chair Kim Dodson for their support during these last two years. Finally, thank you to Fred Misilo, Board President, and the other board members of The Arc for your collaboration and support of NCE and our work.

As we focus on the work ahead for 2021, I invite you to join us—whether it is serving on a task group, nominating a worthy colleague for an award, or attending an NCE event! There are many ways to get involved with and utilize the incredible network of NCE’s over 1,400 members. It has been an honor and a privilege to serve as the NCE Chair and I look forward to the day that we are all face-to-face again!
The NCE Steering Committee plays a significant role overseeing and strengthening NCE events, task groups, and exclusive resources. The Steering Committee met monthly, including three in-person meetings at The Arc’s annual events.

• Chair: Karen Shoemaker, Executive Director, The Arc of Lehigh and Northampton Counties, PA
• 1st Vice Chair: Chris Stewart, President/CEO, The Arc of Central Alabama, AL
• 2nd Vice Chair: Kim Dodson, Executive Director, The Arc of Indiana
• Immediate Past President: Carrie Hobbs Guiden, Executive Director, The Arc of Tennessee
• Regional Representative 1: John Nash, Executive Director, The Arc of North Carolina
• Regional Representative 2: Jean Phelps, CEO, LifeLinks/The Arc of Greater Lowell, MA
• Regional Representative 3: Lori Opiela, Vice President for Day and Employment Services, UCP Seguin of Greater Chicago, IL
• Regional Representative 4: Kevin Fish, Executive Director, The Arc of Sedgwick County, KS
• Regional Representative 5: Robert Malone, Executive Director, The Arc Prince George’s County, MD
• Regional Representative 6: Jon Meyers, Executive Director, The Arc of Arizona
• Member at Large: Frank Adu, Executive Director, The Arc Middlesex County, NJ
• Member at Large: Leslie Green, CEO, Stone Belt Arc
• Member at Large: Mark Keeley, President/CEO, St. Louis Arc, MO
• Member at Large: Mary Van Haneghan, CEO, The Arc of the Capital Area, TX
• Member at Large: Melanie Soto, Executive Director, Y.E.S. The Arc, AZ
• Member at Large: Pamela McGregor, Executive Director, The Arc of Greater Williamsburg, VA
• Member at Large: Stanford Perry, Executive Director, AHRC Nassau County, NY
• Member at Large: Teri Hawthorne, Executive Director, The Arc of Greater Beaumont, TX
• The Arc Board Representative: Elise McMillan, Nashville, TN
• The Arc of the United States CEO: Peter Berns, Washington, DC

About NCE

The National Conference of Executives of The Arc (NCE) is a dynamic peer membership organization of Executive Directors and management staff. NCE creates opportunities for exchanging ideas, provides training essential in professional development, and offers support and mentoring for successful leadership. Members work collaboratively to better serve their organizations and their clients.
With membership across over 600 chapters, NCE is a force to be reckoned with. Despite an unprecedented crisis from the COVID-19 pandemic, NCE was still able to provide high quality programming, networking, and professional development opportunities to nurture the development of strong leadership across The Arc’s vast network and help chapters keep moving their organizations forward.
2020 NCE DISTINGUISHED PROFESSIONAL ACHIEVEMENT AWARDS

Recognizing Commitment To The Mission

Our 2020 award recipients went above and beyond for their organizations and the people they serve as we navigated the COVID-19 pandemic and the disproportionately dire effects on the IDD community.
Chapters and external disability organizations gathered virtually to share innovative ideas, find solutions to shared problems, and collaborate to develop skills to persevere through the trials of a global pandemic.

Emeritus Award Winners

Sheldon Hershman, Executive Director, The Arc of Tampa Bay, FL
Jennifer Zufall, Executive Director, The Arc of Cambria County, PA
Sue Elliot, Executive Director, The Arc of Washington State

SUMMER LEADERSHIP INSTITUTE (SLI): SUCCEEDING IN CHALLENGING TIMES

Meeting The Moment—Together

1300 Registrants
1100 First Time Attendees

SUMMER LEADERSHIP INSTITUTE (SLI): SUCCEEDING IN CHALLENGING TIMES

Meeting The Moment—Together

Chapters and external disability organizations gathered virtually to share innovative ideas, find solutions to shared problems, and collaborate to develop skills to persevere through the trials of a global pandemic.
“It was great to hear ideas and how organizations have developed their programs during the pandemic.”

“It is exciting to hear about the initiatives a lot of chapters of The Arc are doing to address the current needs of individuals with disabilities, (especially of black and brown individuals and families) our society in today’s times.”

**Professional Development Seminar: Managing Through a Crisis**

Presented by Lauren Frary, Executive Director of The Arc of Somerset County

“The Crisis Management and Recovery session talked about how agencies can prepare and recover from crises like the pandemic and was very helpful in helping me start planning for my chapter.”

“No one really knew where to go or what to do when the crisis hit. This session was very helpful in planning for the future.”
The Arc and Relias Partnership: Connecting, Building, and Supporting Leadership of The Arc with the Latest Professional Development Tools

Relias’ online platform employs assessments to reveal specific gaps in skills and addresses them with targeted, personalized, and engaging learning utilizing over 7,000 online courses that are vetted to meet accrediting board, state, and federal requirements.

Sample Relias Resources for The Arc

Toolkits
1. Free Resources to Combat COVID-19
2. Leadership Resources to Help Your Staff Get Through the Coronavirus Pandemic

Webinars
1. The Five Principles of Leading Through Change (The Arc Partnered)
2. Ask the Expert: How to Provide Strong Supervision in I/DD (The Arc Partnered)
3. Developing Employment Partnerships (The Arc Partnered)
4. Supporting Choice-Making in People with IDD

White Papers
1. Five Key Elements to Trauma-Informed Care for IDD Organizations
2. Building Resilience: Empowering Your Clients and Your Staff
1. Overcoming Hiring Conundrums: Hunting Unicorns or Chasing Cats
2. Is Your Training Smart About Learning?

Blog Posts
1. Five Reasons to Emphasize Training in 2021
2. Leading Through Change: 5 Tips for IDD Organizations
4. Recognizing Your DSPs During COVID-19

Ebooks
1. The DSP Retention Strategy You’re NOT Using: Improving Supervision in IDD Services
2. Creating a Trauma-Informed System of Care: Addressing Individuals, Professionals, and Organizations

Client Success Stories
1. Missouri Division of Developmental Disabilities Switches to Relias Saves Labor Expenses, Speeds Learner Access
2. Ohio Valley Residential Services Improves Quality, Accesses Enhanced Rate with Relias
The NCE Google Group listservs provide a direct line to the expertise of fellow chapter leaders and national office staff for real-time exchange of ideas and relationship-building.

- Medical Care Rationing
- Best Practices for Safely Quarantining Residents
- Advocacy for the 2020 Election
- Legislative Updates on MFP (Money Follows the Person), HCBS, etc.
- Creative Streams of Revenue
- Motivating and Supporting Staff During the Pandemic
- Unemployment Insurance Templates
- Alternative Day Programs
- Emergency Response for Supportive Living
- Plain Language Information on COVID-19 in English and Spanish
- Family Financial Assistance
- Training DSPs and People with IDD to Use Video Technology
- COVID-19 Relief Funding Resources, PPP, Testing, and Vaccination
### NCE Chapter Passes Purchased

<table>
<thead>
<tr>
<th>YEAR</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
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</thead>
<tbody>
<tr>
<td>PASSES BOUGHT</td>
<td>65</td>
<td>65</td>
<td>95</td>
<td>115</td>
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### Total Membership

<table>
<thead>
<tr>
<th>YEAR</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
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</thead>
<tbody>
<tr>
<td>Total Membership</td>
<td>1,101</td>
<td>1,354</td>
<td>1,215</td>
<td>1,400</td>
<td>1,161</td>
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### 2020 Financial Report

#### REVENUE

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<thead>
<tr>
<th></th>
<th>2016 Actual</th>
<th>2017 Actual</th>
<th>2018 Actual</th>
<th>2019 Actual</th>
<th>2020 Actual</th>
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</thead>
<tbody>
<tr>
<td>Membership Dues</td>
<td>$25,664</td>
<td>$29,960</td>
<td>$31,053</td>
<td>$38,252</td>
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<tr>
<td>Individual Contributions (includes Auction)</td>
<td>$8,145</td>
<td>$13,597</td>
<td>$8,230</td>
<td>$10,088</td>
<td>$8,230</td>
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<tr>
<td>SLI Registration</td>
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<td>$76,496</td>
<td>$67,870</td>
<td>$79,383</td>
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<td>PDS Registration</td>
<td>$56,450</td>
<td>$23,000</td>
<td>$15,400</td>
<td>$15,950</td>
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<td>NCE Awards Luncheon</td>
<td>$9,825</td>
<td>$12,000</td>
<td>$10,050</td>
<td>$15,075</td>
<td>$0</td>
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<td>Sponsorship</td>
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<td>$62,950</td>
<td>$79,975</td>
<td>$49,000</td>
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<td>Program Service Revenue</td>
<td>$1,450</td>
<td>$1,650</td>
<td>$1,650</td>
<td>$550</td>
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<tr>
<td>Royalties and Licensing</td>
<td>$32,898</td>
<td>$47,765</td>
<td>$48,759</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$196,352</strong></td>
<td><strong>$218,003</strong></td>
<td><strong>$246,926</strong></td>
<td><strong>$257,163</strong></td>
<td><strong>$118,007</strong></td>
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#### EXPENSES

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<thead>
<tr>
<th></th>
<th>2016 Actual</th>
<th>2017 Actual</th>
<th>2018 Actual</th>
<th>2019 Actual</th>
<th>2020 Actual</th>
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</thead>
<tbody>
<tr>
<td>Direct Expenses, Non-Personnel</td>
<td>$159,507</td>
<td>$182,391</td>
<td>$136,458</td>
<td>$163,320</td>
<td>$25,141</td>
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<td>Personnel Expenses</td>
<td>$190,186</td>
<td>$180,162</td>
<td>$214,085</td>
<td>$133,882</td>
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<td>Allocable Direct Expenses</td>
<td>$31,397</td>
<td>$31,398</td>
<td>$35,637</td>
<td>$23,313</td>
<td>$26,226</td>
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<td>Allocable Indirect Expenses</td>
<td>$56,096</td>
<td>$57,990</td>
<td>$64,840</td>
<td>$56,635</td>
<td>$37,368</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$437,186</strong></td>
<td><strong>$451,941</strong></td>
<td><strong>$451,019</strong></td>
<td><strong>$377,150</strong></td>
<td><strong>$259,289</strong></td>
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Looking Ahead to 2021 With Hope and Fortitude

In the coming year, NCE will continue to:

• Develop timely and relevant training content and resources both online and at NCE events
• Engage with chapter leaders and emerging leaders and provide mentorship opportunities
• Find solutions to issues impacting the disability community on the federal, state, and local levels
• Raise money through multiple avenues to offer more scholarships to current and next generation leaders
• See what NCE has to offer your chapter’s staff and how they can get involved at TheArc.org/NCE or by emailing ncearc@thearc.org.

Thank You to Our 2020 Supporters

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