



*The Arc<sup>®</sup>*  
*Master Trust*

# 2017 Annual Report







***"Since 2005, I have found that The Arc of Indiana Master Trust has shown constant proficiency! Thank you!"***

***- Trust Key Person***

The Arc of Indiana Master Trust celebrates its 30th anniversary on October 24, 2018. The Arc Trust is one of the leading pooled special needs trusts in the country, and we continue to see significant growth year after year.

We welcome you to visit The Arc Trust's website at [thearctrust.org](http://thearctrust.org) for information and resources not included in this report. In addition, The Arc of Indiana's website, [arcind.org](http://arcind.org), has information on programs and services for people with intellectual and developmental disabilities and their families.

## *The Arc of Indiana Trusts*

### **Trust I**

Trust I is The Arc of Indiana's original trust. The intent of Trust I is to provide parents with a reliable way to supplement the means-tested benefits their children receive, such as Medicaid and Supplemental Security Income (SSI), when they are no longer there to provide for them. Trust I has been a safe harbor for 30 years for parents to provide for their children.

### **Trust II**

Trust II was established in 1995 in response to a law passed by Congress in 1993 allowing individuals receiving government assistance (or means-tested benefits) to save funds in their own trust for disability and non-disability related expenses. While the law is different in some areas for Trust I and Trust II, the administration of the two trusts is the same.

## *2018 Highlights*

There are some exciting changes for the trust in 2018. To accommodate the significant growth the trust sees year after year, a new position of trust operations manager was added on January 1, 2018 to help manage internal trust operations. Katie Loggins, former trust account manager, moved into that position in March.

In mid to late summer 2018, the trust will launch a new software program to administer the trust. The new program will give beneficiaries and key people the ability to view their disbursement requests and statement in real-time as transactions progress in our system. Look for more details about the new software program in the months to come.

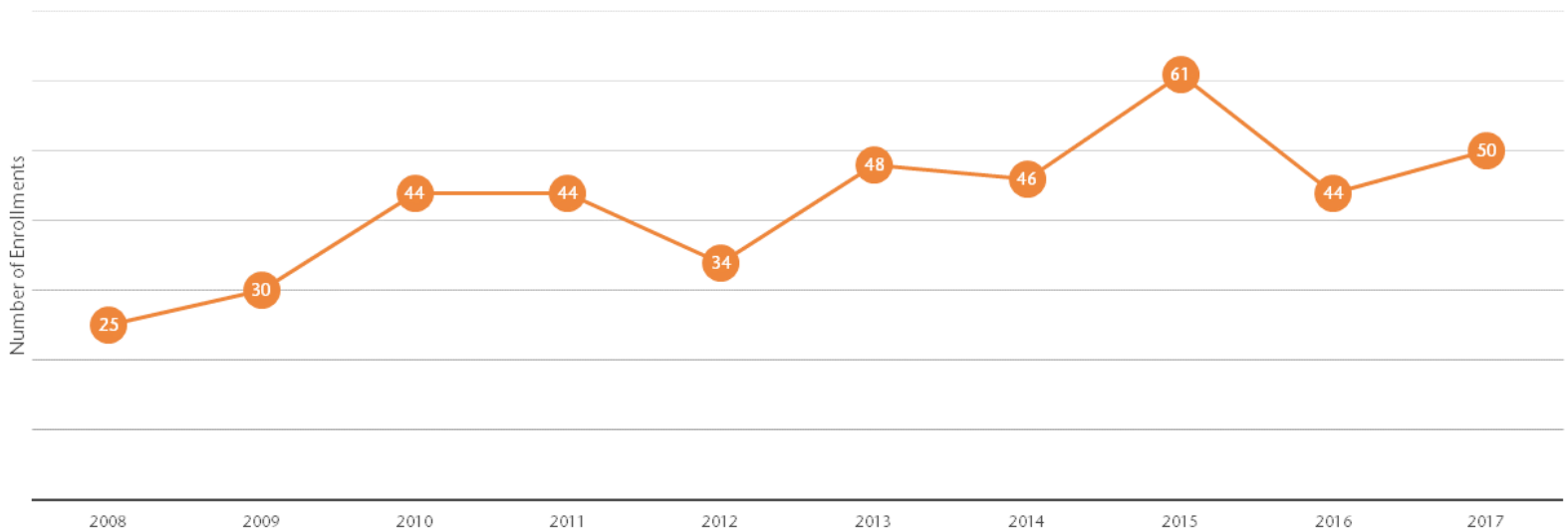
## 2017 Enrollments and Account Balances

- 360 new trusts opened
- 3,333 total trusts open as of December 31
- Over 8,800 disbursements totaling nearly \$5 million
- \$71.5 million total on deposit for all trusts
- 14.03% rate of return for Invested Trust I accounts for the year
- 13.14% rate of return for Invested Trust II accounts for the year

*“My experience with the staff at The Arc Trust has been exceptional. Reimbursement checks are typically received within a week. If for some reason there may be a delay, I receive a call. I have referred many families to The Arc Master Trust program and will continue to do so in the future.”*

*- Trust Key Person*

**Trust I Enrollments 2008-2017**



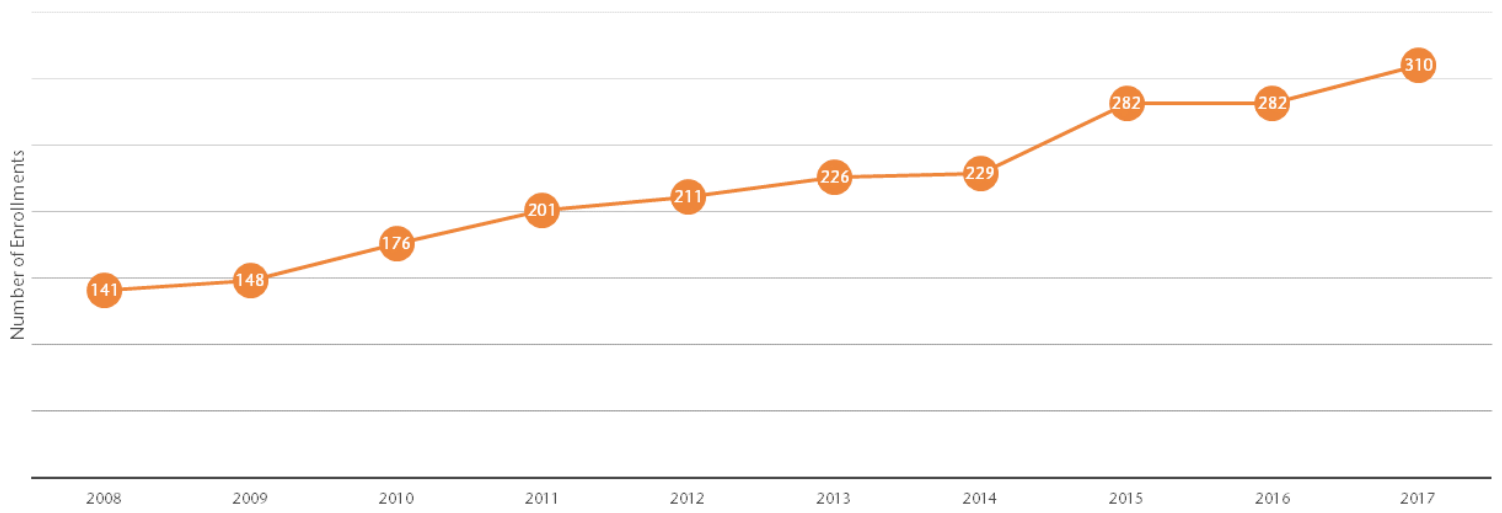
## Investments

The return on Trust I investments for 2017 was 14.03% compared to 7.26% in 2016. The return on Trust II investments was 13.14% compared to 6.98% in 2016. The average return over the last 10 years has been +6.79%.

Our trust has two investment objectives – a long-term objective and a short-term objective. The short-term objective is achieved through use of a Money Market account. At December 31, 2017 approximately 7% of Trust I was in the Money Market and 10% of Trust II was in the Money Market. The remainder was in a mixture of debt and equity mutual funds prudently invested.

Both trusts are closely monitored by The National Bank of Indianapolis and The Arc of Indiana's Board of Directors. If you would like more detailed information on The Arc of Indiana Master Trust investments, please contact our office.

**Trust II Enrollments 2008-2017**



*"I appreciate all your help and the Trust has been very helpful for my sister. Thank you."*

*- Trust Key Person*



# Survey Results and Staff

## 2017 User Satisfaction Survey

The Arc of Indiana intends for its trust service to be easy to use. Each year we send a User Satisfaction Survey to people using our services. The survey asks about our responsiveness to requests-from the time people call and make a request to when they receive the check in the mail.

This survey provides valuable feedback for us. It identifies potential problem areas. It also helps families thinking about enrolling. “Is The Arc Trust easy to access?” “Is getting approval difficult?” As the survey shows, we are very accessible and rarely do not approve requests.

Below are a sample of the questions asked on our User Satisfaction Survey. If you would like a copy of the entire survey, please contact our office



- *When I call to use the trust, the person with whom I must speak is immediately available.*  
**Usually or Always: 85%**
- *Requesting disbursements is a positive experience for me. The person with whom I speak is receptive to how I want the trust used. He/she is encouraging and supportive of my efforts.*  
**Usually or Always: 95%**
- *When I make a request for using the trust, my request is approved.*  
**Usually or Always: 96%**
- *The person that I have spoken with at The Arc of Indiana Trust office is knowledgeable. If they don't know the answer they find out promptly and return my call.*  
**Usually or Always: 95%**
- *When I call with a question on non-trust matters or need advice, the person with whom I speak is willing to help.*  
**Usually or Always: 96%**

## *The Arc Master Trust Staff*

*Melissa Justice*, Trust Director, has been with The Arc of Indiana since February of 1995. Prior to assuming leadership of the trust in 2008, she served as controller for The Arc of Indiana and supervisor of financial management of the trust.

*Jill Ginn*, Assistant Trust Director, has been with The Arc of Indiana since 2007. She began with The Arc Advocacy Network and moved to the assistant trust director position in 2014. Jill, who brought a wealth of knowledge to the position, focuses on meeting with families and providing presentations across the state.

*Katie Loggins*, Trust Operations Manager, joined us in December of 2015, originally as a trust account manager. Some of Katie's duties include, assisting Melissa and Jill with special projects and filling in for them when they are out of the office, maintaining policy and procedure manuals, training new staff, and providing on-going support to trust staff. She is also the point person on any projects of the trust, such as the new software that is being developed and the website refresh that will be coming in 2018.

Trust Account Managers, *Laura Gadberry*, *Hope Lane*, and *Alyson Settini* work hard every day to make sure beneficiaries have what they want and need from their trusts in a timely and accurate way. Laura is in charge of all of our invested trusts. Hope and Alyson oversee trusts that are not invested. Alyson's beneficiaries include anyone with the last name that begins with the letters A-M and Hope's include anyone with the last name that begins with N-Z. Account Manager's responsibilities focus on all aspects of trust account administration, including accepting disbursement requests, submitting those requests for approval, processing the checks, and posting deposits.

*Belinda Steggell*, Trust Administrative Assistant, has been with The Arc since April of 2017. She handles all mailings of the trust, as well as the data entry for all new enrollments in the trust. This includes notifying and reporting trust transactions to government agencies.

*Trent Barnes*, Trust Beneficiary Advocate, has been with The Arc since April of 2014. He is a social worker by education and works with beneficiaries that may not have anyone in their lives to help them access their trust. Trent assists beneficiaries by going to the store to purchase items with funds from their trust, helps address housing or benefits issues, and more.

