



The Arc[®]

Master Trust

2019 *Annual Report*





The Arc Master Trust provides beneficiaries with the extras in life, above and beyond the basic needs that government assistance programs provide. From special vacations, to a request for beautiful new braids, to art classes, and so much more, The Arc Master Trust takes pride in quickly and efficiently responding to our beneficiaries' requests.

2019 Highlights and Looking Forward to 2020

INtrust, our new trust administration software, was launched in January of 2019. The launch date was slightly delayed in order to ensure the product was ready to handle the demands of our daily needs.

We are pleased with the new system and have found that it has improved the efficiency of our operations. If you would like information on how to access account information through INtrust, please contact our office.

Karina Napier, Trust II account manager, came on board in October of 2019. Trust II saw significant growth in 2019, so to handle the increased needs we made the decision to grow our staff. Karina has been a great addition to the staff, and we are grateful to have her.

With the unprecedented growth of Trust II and the addition of Karina, the account manager for some beneficiaries with Trust II accounts changed. We believe these changes will be ones that can be maintained for many years to come and most of our beneficiaries will not see a change in their account manager moving forward.

Looking forward to 2020, we will continue to fine tune INtrust to ensure we have the best system possible for families, key people on trust accounts, and beneficiaries to request disbursements and access the information they need regarding their trust account.

The Arc of Indiana Master Trust, Indiana's leading special needs trust, is proud of the service we have provided to families and people of all disabilities since our founding in 1988.

The Arc Master Trust provides an experienced, professional option for special needs trust administration at an affordable price, allowing resources to be saved and easily used for qualified disability and personal expenses.

The Arc of Indiana Trusts

Trust I

Trust I, established in 1988, is The Arc of Indiana's original trust. Trust I provides families 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 over 30 years for families to provide for their loved ones.

Trust II

Trust II, established in 1995, allows people with disabilities to save their own money in a trust while maintaining eligibility for government benefits.

While the law is different in some areas for Trust I and Trust II, the administration of the two trusts is the same.

We welcome you to visit The Arc Master Trust's website at thearctrust.org for information and resources not included in this report.

In addition, The Arc of Indiana's website, arcind.org has information on programs and services for people with intellectual and developmental disabilities and their families.

Enrollments and Investments

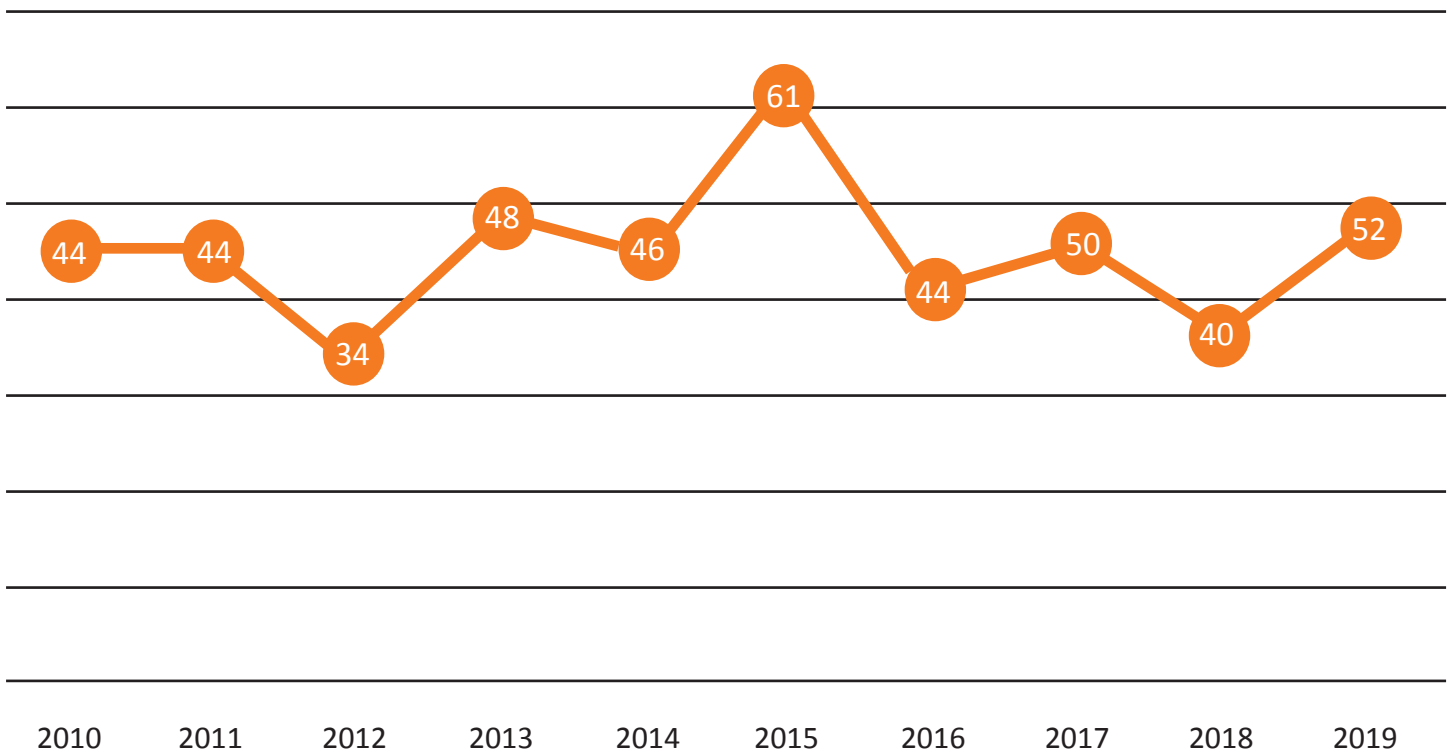
2019 Enrollments and Account Balances

- 509 new trusts opened
- 3,970 total trusts open
- 11,313 disbursements totaling \$6.3 million
- \$87.3 million total on deposit for Trust I and Trust II

"My sister has Down syndrome and I am glad my parents set up the trust for her. They have been deceased 10 to 15 years — thanks."

—Trust Key Person

Trust I Enrollments 2010–2019



"Staff is very professional, personable, friendly and helpful."

—Trust Key Person

Investments

The return on Trust I investments for 2019 was +20.33% compared to -3.26% in 2018.

The return on Trust II investments was +18.2% compared to -2.77% in 2018.

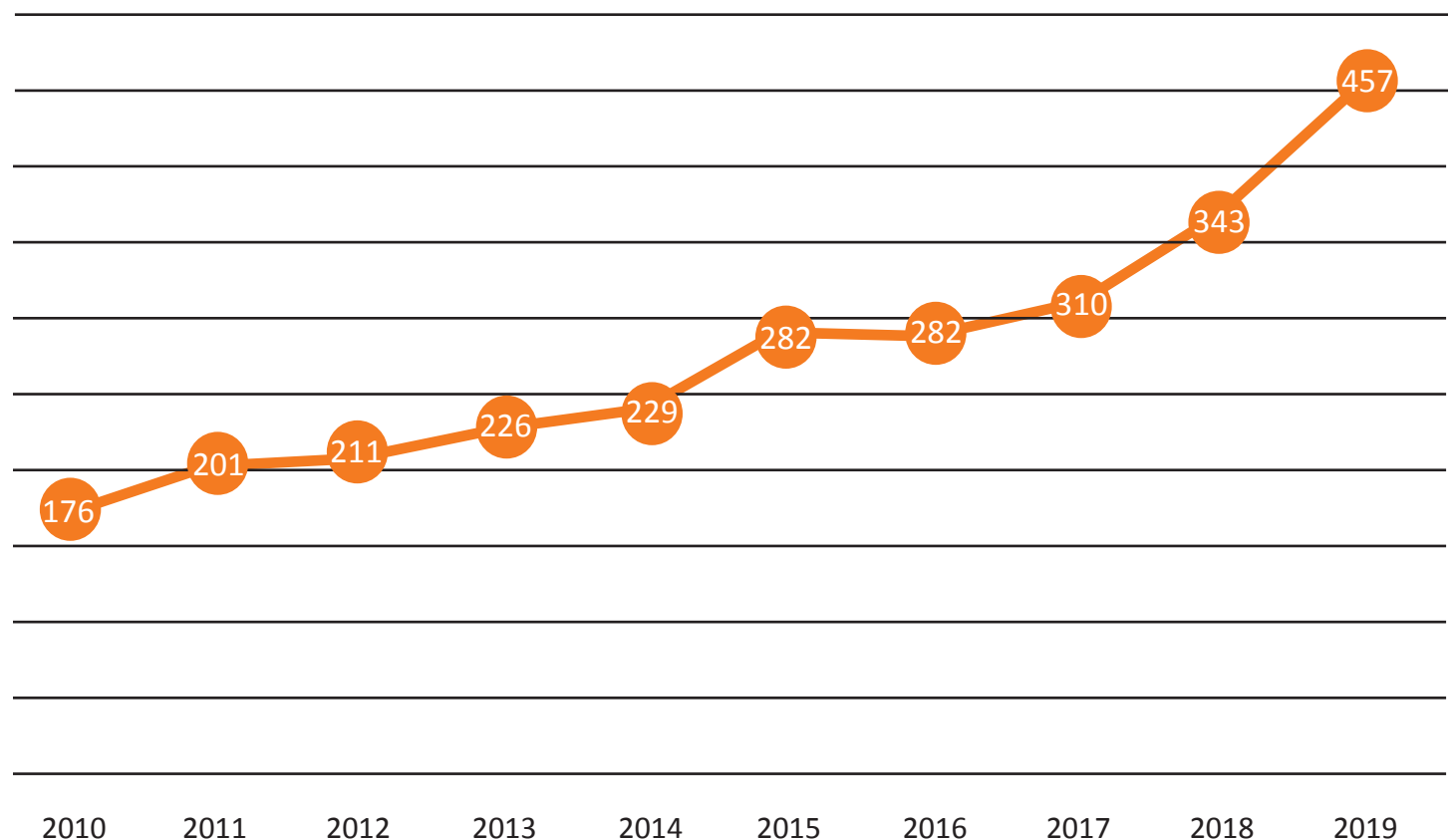
The average return on investments over the past 10 years has been +8.77%.

Our trust has two investment objectives—a long-term objective and a short-term objective. The short-term objective is achieved through a Money Market account. At December 31, 2019 approximately 7% of Trust I and 12% of Trust II was in the Money Market. The remainder was prudently invested in a mixture of debt and equity mutual funds.

Safeguarding the assets of trust beneficiaries is a primary concern of The Arc Master Trust. Trust funds are safely and securely on deposit with The National Bank of Indianapolis. The trust advisory committee and The Arc of Indiana board of directors provides advice and oversight of The Arc Master Trust.

If you would like more detailed information on The Arc of Indiana Master Trust investments, please contact our office.

Trust II Enrollments 2010–2019



Survey Results and Staff

2019 User Satisfaction Survey

The Arc Master Trust 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 a disbursement is requested to the time the request is fulfilled.

This survey provides valuable feedback and helps us identify problem areas. It also helps families thinking about enrolling. "Is The Arc Master Trust easy to access?" "Is getting approval difficult?" As the survey shows, we are very accessible and rarely turn down 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. You can also find it in the resources section of our website at: thearctrust.org/documents-resources

When the person I have contacted is not immediately available, they get back with me right away.

Usually or Always: 96%

Requesting disbursements is a positive experience for me. The Arc Trust is receptive to how I want the trust used, but if the trust is not able to make the exact disbursement requested other alternatives are given to me.

Usually or Always: 96%

The person that I have spoken with at The Arc Master Trust office is knowledgeable. If they don't know the answer they find out promptly and return my call.

Usually or Always: 99%

The time that passes from when I submit a bill for reimbursement to when I receive the check is one week or less.

Usually or Always: 95%

Survey Comments

The trust has been very easy to work with. Whenever we have requests for my brother such as riding lessons, or new glasses, they are always helpful. Thank you.

The people at The Arc Trust are so very helpful. We are grateful they are there.

The customer service you provide is extraordinary! I recommend your services to everyone I meet who have loved ones with disabilities!

I really appreciate the quickness in getting a reimbursement check! Keep up the good work.

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 was the 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 2009. She started out with The Arc of Indiana's advocacy team and moved to the assistant trust director position in 2014. Jill brought a wealth of knowledge to the assistant director position. Her primary focus includes meeting with families and providing presentations across the state.

Katie Loggins, Trust Operations Manager, joined The Arc Master Trust in 2015 as a trust account manager. She moved into the operations manager position in 2018 and has been instrumental in the development of our new INtrust software.

Trust Account Managers Laura Gadberry, Hope Lane, Alyson Settimi and Karina Napier work hard every day to make sure our beneficiaries have what they want and need from their trusts in a timely and accurate way. Their responsibilities include all aspects of trust account administration, including accepting disbursement requests, submitting requests for approval, processing checks, posting deposits, and answering questions from beneficiaries and key people.

Trent Barnes, Trust Beneficiary Advocate, joined The Arc Master Trust in April 2014. As a trained social worker, Trent assists beneficiaries who may not have anyone in their lives to help access their trust. Trent keeps busy helping beneficiaries get to the store to purchase items with funds from their trust, working to address housing and benefit issues, and many other supports.

Belinda Steggell, Trust Administrative Assistant, has been with The Arc Master Trust since April of 2017. She handles all trust mailings, data entry for new trust enrollments, and notifying and reporting to government agencies about trust transactions.

Audrianna (Audrey) Davis, Trust Assistant, has been with The Arc Master Trust since April of 2018. Audrey assists the account managers in processing disbursements requests, all the mailings of the department, filing, and special software projects as they are needed.

The Arc Master Trust Advisory Committee

Dennis Frick – Indiana Legal Services, Chairman

Tom Ewbank – Retired, Krieg DeVault

Joanne Orr – Indiana University School of Law

Kim Opsahl – Indiana Division of Disability and Rehabilitative Services

