



The Arc[®]

Master Trust



Annual Report

2024

A Message From Melissa Justice Chief Trust Officer

The Arc of Indiana Master Trust is committed to providing high-quality services to our beneficiaries and Hoosiers across the state seeking special needs trust services. It is my privilege to serve as chief trust officer and lead our dedicated team of trust account managers and administrative staff.

In 2024, we took a comprehensive look at our trust department, evaluating each role to identify opportunities for improvement and ensure we are best serving our beneficiaries and their families. As a result, we expanded our team, welcoming additional account managers and administrative staff, and continue to plan for future growth and modernization.

Safeguarding the assets of our trust beneficiaries remains a top priority for The Arc of Indiana and The Arc Master Trust. We are committed to following well-established policies and procedures and partnering with trusted financial advisors to provide professional asset management. In addition, we pledge to maintain knowledgeable and experienced staff who have a thorough understanding of government benefits and state and federal regulations.

The Arc of Indiana and The Arc Master Trust deeply appreciate the faith beneficiaries and their families place in us. As we enter our 36th year of service, we thank you for being part of The Arc Master Trust and look forward to continuing to serve you.

A handwritten signature in black ink that reads "Melissa Justice". The signature is written in a cursive, flowing style.

Overview

The Arc of Indiana Master Trust, Indiana's leading special needs trust, is proud of the service we have provided 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 easily be saved and used for qualified disability and personal expenses. We are dedicated to serving people of all disabilities, people with mental illness, and people 65+.



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 loved ones 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 more than 35 years for families to provide for their loved ones and protect their benefits.

Trust II

Trust II, established in 1995, allows people 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.

Stay Connected

We welcome you to visit The Arc Master Trust 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 disabilities and their families.

Enrollments

2024

by the numbers

562

New Trusts Opened

5,978

Total Trusts Open

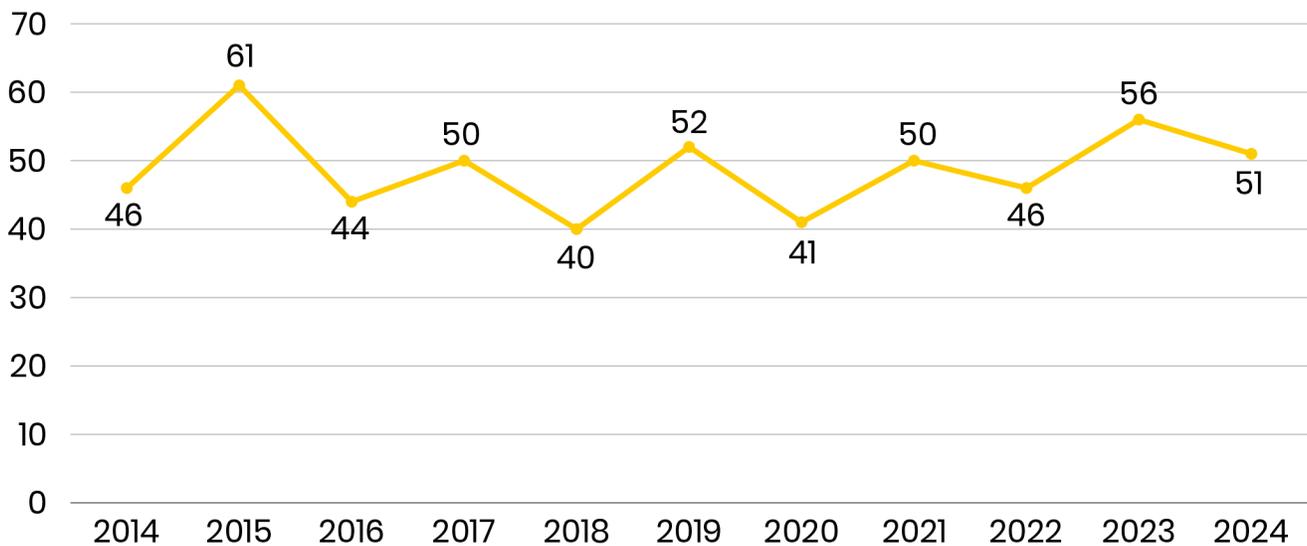
16,331

Disbursements totaling more than \$10.7 million

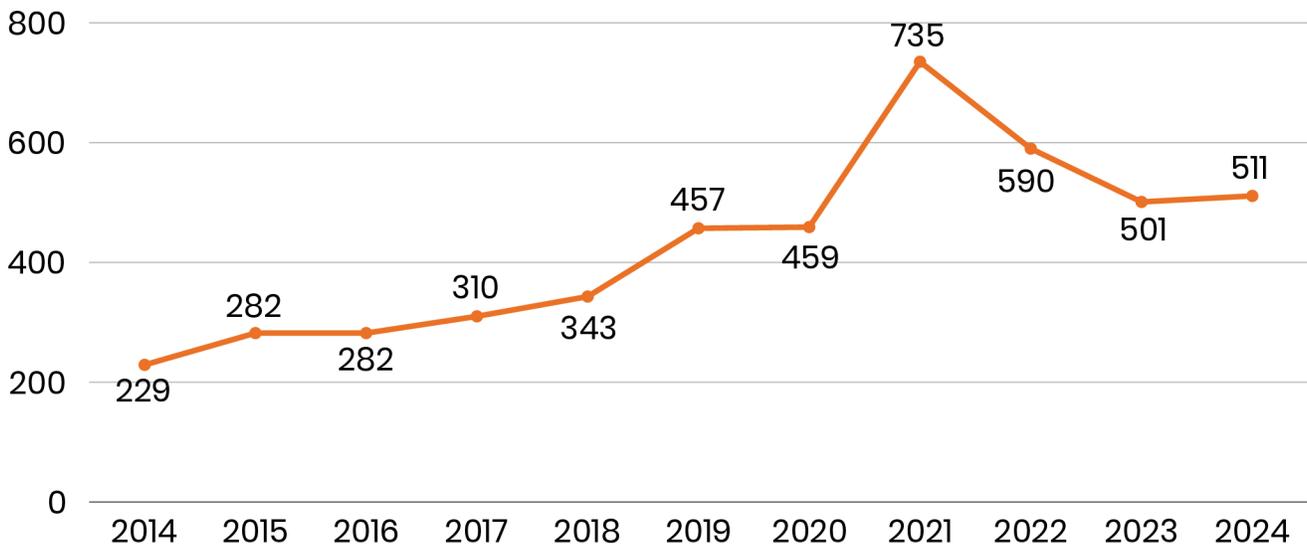
\$149.8 million

Total on deposit for Trust I and II

● Trust I Enrollments 2014-2024



● Trust II Enrollments 2014-2024

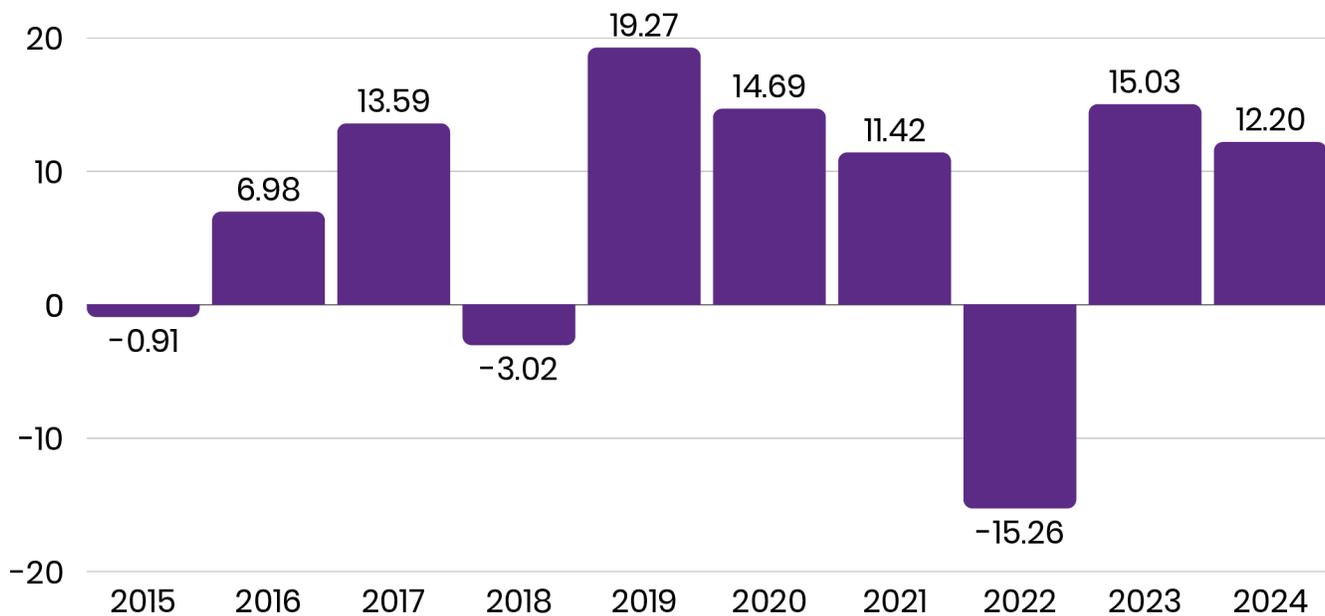


Investments

The return on Trust I and Trust II investments for 2024 was **+12.20** compared to **+15.03** in 2023. The average annualized return on investments over the past 10 years has been **+7.40** for both Trust I and Trust II.

Our trust has two investment objectives – a long-term growth objective and a short-term liquidity objective. The short-term objective is achieved through a Money Market position. On December 31, 2024, approximately **2%** of Trust I and **3%** of Trust II was in the Money Market. The remainder was prudently invested in a mixture of debt and equity mutual funds to meet the long term objective.

The Arc Master Trust Investment Performance



The investment information shared in this report is provided for informational purposes only. While it reflects past performance, future results may differ. Investment values can rise or fall, and returns may vary over time.



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 about The Arc Master Trust investments, please contact our office.

Satisfaction Survey

In 2024 we sent a survey to all of the primary contact people for The Arc of Indiana Master Trust accounts. In that survey, we ask for feedback on what their experiences were when they contacted our office.

The survey was mailed to 3,326 households across the state. Of those 3,326 surveys, 662, responded which is a 20% return rate.

How would you rate our service on a scale of 1-10? 10 being the most positive score you can give and 1 being the most negative score you can give.

**9 or 10
90%**

When the person I am trying to reach is not immediately available, they return my call or email within two business days.

95%

The people I have had contact with at The Arc Master Trust office are knowledgeable.

98%

Survey Comments

Your reps go out of their way to ensure disbursements are sent out promptly. One of your reps worked tirelessly with myself and a funeral home to ensure the check was sent out in a timely manner. Our agency really appreciates your professionalism.

We are satisfied with The Arc's service. We have not needed disbursements yet, but when we needed information about the trust the staff have responded promptly.

Our son's trust is not yet funded but has been held open for about 35 years. It has given us peace of mind to know it is available whenever the need arises.

Our Team



Melissa Justice, Chief Trust Officer

Sarah Geis, Senior Director of Engagement

Karina Napier, Director of Beneficiary Services

Alyson Settimi, Director of Operations

Trent Barnes, Director of Social Services

Trust Account Managers
Shontaya (Tate) Chaney, Kala Duhamell, Crystal Harrold,
Colton Johnson, Stephanie Schraven, and Kaitlin Waltz

Lynn Bellessis and Donna Rezsonya, Trust Administrative Assistants

Aqueelah Ramsey, Trust Receptionist

The Arc Master Trust Advisory Committee

- Dennis Frick - Indiana Legal Services, Chairman
- Tom Ewbank - Retired, Krieg Devault
- Kevin McDowell - Retired, Indiana State Office of the Attorney General



The Arc[®]

Master Trust

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thearctrust.org



THE NATIONAL
BANK & INDIANAPOLIS

The National Bank of Indianapolis is honored to serve as a trusted financial partner of The Arc of Indiana and its clients.

The Arc Master Trust funds are safely and securely on deposit with The National Bank of Indianapolis, ensuring peace of mind for individuals and families.