



*Building
an Inclusive
Tomorrow*



**2025-2026
ANNUAL
REPORT**

Achieve with us.

Welcome & Executive Summary

Dear Friends, Families, and Supporters,

We are so excited to share The Arc of Northeastern Pennsylvania's Annual Report with you! This past year has been an amazing journey of growth, hard work, and great achievements. Driven by our shared goal of inclusion, dignity, and empowerment for individuals with intellectual and developmental disabilities (IDD), we have taken bold steps to make our organization stronger than ever.

Over the past year, we have heavily invested in our staff by helping them earn professional

credentials, and we have expanded our grassroots advocacy across our eight-county region. We also introduced new technology to help with daily tasks and upgraded our programs to include a wider variety of activities that help participants build deep, meaningful friendships. We are truly grateful for your support, and we want to thank you for walking alongside us as we celebrate our milestones and look forward to the future!

With gratitude,

The Leadership Team & Board of Directors

Executive Summary: Building an Inclusive Tomorrow

Welcome to The Arc of Northeastern Pennsylvania's 2025–2026 Annual Report. This past year has been a transformative period of growth, innovation, and commitment to our mission: promoting full community inclusion, protecting human rights, and empowering individuals with intellectual and developmental disabilities (IDD) across our eight-county region.

"Behind every milestone this year is a dedicated community of self-advocates, families, staff, and donors. Together, we are ensuring that every individual has access to a lifetime of opportunity, dignity, and support."

Financial Stewardship

Financial Summary

Sue Halley, Director of Fiscal Operations



As a nonprofit public charity, The Arc of Northeastern Pennsylvania is fully committed to using every dollar responsibly.

We keep our focus on financial transparency and making sure our resources directly support our community.

Revenue Sources

Our operations stay strong thanks to a healthy mix of funding streams:

- Government Programs & Fees
- Community Support
- Grants
- Events & Fundraising

Thanks to careful planning and board approval, we were able to award well-deserved bonuses to our hardworking front-line.

Functional Allocation

The vast majority of everything we spend goes straight back into the community to help people with disabilities live full, connected lives. This covers running our neighborhood housing and residential care, providing adult day care and supported employment opportunities, managing our regional advocacy outreach, adult recreation services, hosting youth summer camps, and supporting community connections. A small portion is used to run the organization smoothly and to help us raise future funds.



Impact at a Glance



8 Counties
Served across
Northeastern PA



34 Credentialed Staff
(12 FLS, 3 DSP-III,
19 DSP-I)



300+ Holiday Party
Attendees & 275
Bowling Banquet Guests



20% Planned Growth in
One-on-One Community
Participation Support (CPS)

Leadership & Organizational Foundation



Welcoming New Leadership

*We are thrilled to move forward under
this fresh leadership vision as we build
a more connected, inclusive tomorrow!*



Please meet Marsha Pigga, Executive Director

This past year, The Arc of Northeastern Pennsylvania proudly entered an exciting new chapter by welcoming Marsha Pigga as our new Executive Director.

Marsha steps into this role with over 20 years of dedicated nonprofit management experience right here in Northeastern Pennsylvania. Known for her team-oriented strategy and her success in creating a true “culture of care,” she is already driving our mission forward with incredible energy.

Under this new executive guidance, our leadership focus is simple:

- **Building upon the incredible foundations** laid by long-term leaders like Maryclaire Kretsch and Don Broderick, while modernizing our programs to meet the future needs of our participants.
- **Leading the charge on crucial workforce updates**, from professionalizing care to rolling out better employee wellness initiatives and tech upgrades.
- **Re-energizing our regional partnerships** across our seven-county area to make sure The Arc remains a visible, accessible champion for individuals with intellectual and developmental disabilities.

Please meet Andrew Hoppes, Director of Program Operations

We are thrilled to officially welcome Andrew Hoppes to The Arc of Northeastern Pennsylvania family as our new Director of Program Operations!

Andrew brings a wealth of specialized expertise to our agency, having spent 14 years in support coordination, most recently serving as a Regional Director of IDD Services. Transitioning from the support coordination side allows him to bring a deeply informed perspective to our daily operations while continuing to nurture his profound passion for supporting individuals with intellectual and developmental disabilities.

Andrew joins us as a vital part of our leadership team, bringing fresh energy, enthusiasm, and a deep commitment to our mission of inclusion and empowerment. Whether he is working alongside our dedicated staff, connecting with families, or supporting our self-advocates, his presence is already making a wonderful impact across our community.

Honoring Maryclaire Kretsch

The Arc of Northeastern Pennsylvania is strong today because of dedicated leaders who view advocacy as a lifelong calling. Today, we want to share our deepest gratitude and give a special salute to Maryclaire Kretsch. Her amazing career and strong commitment have shaped the very heart of our organization. For decades, Maryclaire was a dedicated leader at The Arc of NEPA, serving as our Executive Director and a guiding light for individuals with IDD.

Her leadership always built a bridge between complicated official rules and genuine human connection. Maryclaire's impact can be felt in every single program, classroom, and community project we run. Throughout her remarkable career, she has been a tireless advocate for:

- **Creating adult day programs** that focus heavily on learning new skills, standing up for oneself, and actively participating in the community.
- **Serving as a role model** to hundreds of Direct Support Professionals (DSPs), teaching them the core values of compassion, professionalism, and respect.



- **Making sure that everyday activities** include plenty of laughter, celebration, and inclusion so that everyone who walks through our doors feels like they truly belong.

True advocacy means showing up day after day, year after year, and refusing to let barriers stand in the way of others. Maryclaire has done exactly that. Whether she was navigating complex funding changes, expanding job opportunities, or simply pausing to listen to a participant's story, her career has shown us what it truly means to be a champion for others. Her legacy lives on in the confidence of our self-advocates, the strength of our programs, and the warmth of The Arc family. Thank you, Maryclaire, for your extraordinary leadership and your fierce commitment to our mission!

A Very Special Thank You to our Board of Directors

The great progress, smooth operations, and local growth that The Arc of Northeastern Pennsylvania achieved this past year would not be possible without our Board of Directors. As the financial guardians and visionary leaders of our agency, our board members volunteer their time, professional skills, and hearts to keep our mission strong and safe.

In 2025-2026, our Board's impact was felt across every department and county we serve. Their smart leadership directly helped us reach some of our biggest goals this year: investing in our direct support staff,

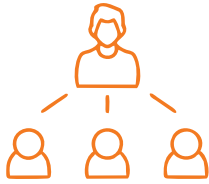
improving employee well-being, and bringing our communities closer together. They connect official laws with real human dignity, making sure that self-advocacy and true community inclusion stay at the center of everything we do.

We want to say a huge thank you to our Board of Directors for their amazing guidance and vision. Their forward-thinking leadership led directly to our major successes this year. Because of their volunteer work, our agency stays stable, honest, and completely focused on our mission.

Departmental Achievements &

Our Credentialed Leaders

Currently, The Arc has 34 staff members who have achieved these prestigious credentials:



12

Front Line Supervisors (FLS)



3

Advanced Direct Support Professionals (DSP-III)



19

Direct Support Professionals (DSP-I)

Workforce Excellence & Professional Development

Mary Ann O'Shea, Manager of Human Resources

Our ability to deliver exceptional services relies entirely on the quality and dedication of our staff. This year, we continued our commitment to excellence by participating in the E-Badge

Academy, in partnership with the National Alliance for Direct Support Professionals (NADSP). Through this initiative, staff members earn badges by completing training hours, practicums, and professional portfolios demonstrating knowledge, skills, and values.

Attracting & Retaining High-Quality Staff

In addition to career development, we have placed a strong emphasis on attracting and retaining exceptional staff by offering competitive wages and benefits:

- Truly grateful to our Board of Directors for their vital support, which enabled us to announce two prorated bonuses this year, acknowledging the hard work and dedication of our entire team.
- We established a new partnership with Cummings Insurance to better navigate the array of benefits available to our staff. This collaboration introduced cutting-edge programs like Rx Valet and Revive, which enhance the medication management experience by providing convenient access to essential prescriptions and personalized support.
- Implementing the BerniePortal, an electronic platform designed to simplify the benefits enrollment experience for employees and improve their overall health journey.

Milestone Celebrations & Staff Appreciation

Taking the time to celebrate our collective achievements reinforces our mission to support one another in our shared commitment to service. Throughout the year, we congratulated 11 team members on a significant anniversary of their employment. We thank each of them for their long-term service and dedication.

From September 7th through September 13th, we observed Direct Support Professional (DSP) Appreciation Week. This was a fantastic opportunity for The Arc of NEPA to highlight our appreciation for a direct support workforce that is consistently dedicated and compassionate. The appreciation week kicked off with a lively, baseball-themed luncheon provided by Coopers, creating a festive atmosphere to celebrate our team's invaluable contributions.

Program Highlights

Advocacy: Spreading the Mission

Roseann Polishan and Mandy Colville, Advocates

Key Advocacy Achievements:

- **Virtual Training Series:** The team hosted their popular, year-long virtual training series focusing on special education and future planning topics, offering expertise from presenters specializing in special education laws, social security, state waivers, and legal protections.
- **State Capitol Advocacy Day:** Our advocates led and took part in an essential advocacy day at the State Capitol in Harrisburg. They met face-to-face with legislators to discuss issues vital to individuals and families, including DSP wages, waiver availability, special education, and early intervention funding.
- **The Right to Education Task Force:** Arc advocacy was front and center with the rejuvenation of this critical statewide initiative. The team took part in an intensive three-day capacity-building institute in Gettysburg, which successfully brought families, advocates, and school administrators together.
- **Expanded Services:** Fundamental advocacy programs addressing the needs of siblings, small team-building self-advocacy groups, and family caregiver support services expanded significantly thanks to additional grant funding opportunities.

Recreation: More Than an Activity

Mari Pizur, Manager of Recreation Services

The Arc's recreation programs are vital spaces for social connection, skill-building, and pure joy. By offering structured yet relaxed environments, these programs empower individuals with IDD to foster friendships and gain confidence. Our programs cultivate camaraderie, encourage healthy conversation, and promote community integration.

“Recreation is not just about keeping busy; it’s about the right to a full, vibrant life. These programs break down the barriers of isolation and celebrate the diverse abilities of every participant.”

Empowering Our Stakeholders

Our commitment to participant-led growth is anchored by our Quarterly Advisory Meetings across three counties: Lackawanna, Carbon, and Luzerne. These sessions serve as a collaborative environment where stakeholder feedback directly shapes our programs.



Departmental Achievements &

Adult Programs: Making Connections

- **Bowling Leagues:** A beloved tradition blending physical activity and social interaction. The season culminated in our Bowling Banquet, where we hosted 275 guests and celebrated the achievements of 30 trophy winners and all our dedicated league members.
- **Themed Dances & Special Events:** From the “Spring Fling” to our high-energy Arc Idol Talent Show, these events provide safe, inclusive spaces for self-expression.
- **Holiday Party:** Welcoming over 300 attendees.
- **University Partnerships:** Featuring events such as collaborative dances, interactive sports nights, and health and wellness initiatives.
- **Movie & Bingo Nights:** Relaxed evenings of cinema, as well as high-energy Bingo sharpening cognitive focus with low-stress competition, prizes, and friendship.
- **Arts & Crafts:** From “Sip and Paint” sessions to pottery and seasonal DIY projects, these sensory-friendly workshops allow participants to express their unique talents.



Youth Programs: Growth & Summer Fun

For our younger participants, the focus shifts toward development, play, and building lifelong memories. The Arc's summer camps provide a traditional “camp experience” with the specialized support kids need to thrive:

- **Adapted Activities:** Every activity, from sports to water play, is fully adapted so every child can participate.
- **Skill Retention:** Light educational elements help children retain critical social and functional skills during the summer school break.
- **Family Respite:** Camps give children an unforgettable summer experience while providing parents and caregivers with essential respite care and peace of mind.



Program Highlights

Public Relations and Development: Sharing Our Story & Fueling Our Mission

Eileen Rempe, Director of Public Relations and Development

Building public awareness, securing diversified funding, and advancing digital record-keeping were central priorities for our development office this year. Through creative community outreach campaigns, local media spotlights, and targeted donation appeals, our development team had a 20% increase in philanthropic support and received grant funding from new funders in neighboring counties which successfully expanded our regional footprint and connected more deeply with our neighbors.

These development dollars are vital because they directly sustain our non-reimbursable programs. Every dollar raised, from private donations to foundation grants, helps fund essential building renovations, drives powerful self-advocacy initiatives, and sponsors specialized family events. By securing these private resources, we ensure our services remain completely accessible to everyone in our community without financial barriers.

The Arc Auxiliary: To Educate and Support

Behind every great organization is a dedicated group of supporters, and for The Arc of Northeastern Pennsylvania, that champion is The Arc Auxiliary. Since 2005, the Auxiliary has been the backbone of our community events, fundraising, and volunteer spirit. Made up of incredibly dedicated community members, families, and friends, the Auxiliary works tirelessly behind the scenes to provide vital funding for things regular budgets simply do not cover.

- **Home & Camp Enhancements:** Purchasing recreational appliances, equipment, and outdoor furniture for residential homes, while sponsoring arts and crafts workshops and camp activities.
- **Event Support:** Hands-on volunteer work and financial support for holiday parties, gifts, and special activities.
- **Performing Arts & Special Olympics:** Providing costumes, encouragement, and resources for self-advocates on stage, and sponsoring Special Olympians at the annual golf tournament.



Looking Ahead & Next Steps

Strategic Plan: Our Vision for the Future

Marsha Pigga, Executive Director

As we look to the horizon, The Arc of Northeastern Pennsylvania stands at a pivotal moment in its history. Building upon decades of foundational strength and community trust, our strategic roadmap charts a transformative path forward one that continually adapts to the evolving, multifaceted needs of individuals with intellectual and developmental disabilities (IDD) and their families.

Driven by our core mission to promote full community inclusion and protect fundamental human rights, we are focusing our future efforts on holistic organizational growth, modernizing our physical and digital infrastructure, and dramatically expanding access across all seven counties we serve. Strategic progress means ensuring that geographic, financial, or administrative barriers never stand in the way of care.

To achieve this vision, we are actively strengthening the vital systems that support our everyday operations. By continuing to invest deeply in our dedicated direct support workforce through competitive compensation, professional development, and wellness resources, we cultivate a sustainable culture of care from the inside out. Simultaneously, we are expanding our grassroots advocacy networks and regional partnerships to amplify local self-advocate voices in legislative halls and community forums alike.

Through targeted outreach designed specifically to support rural, ALICE (Asset Limited, Income Constrained, Employed), and historically underserved families, we are ensuring that every individual in our region has seamless, lifelong access to opportunity, dignity, and tailored support. Together with our passionate staff, supportive Board of Directors, resilient self-advocates, and generous community donors, we are excited to turn this visionary roadmap into lived, daily realities. Thank you for dreaming big with us as we build an inclusive tomorrow!

How You Can Support Our Mission

Your support fuels our non-reimbursable programs, building upgrades, and community activities. Here is how you can make a difference today:

Donate Online: Visit www.thearcnepa.org to make a tax-deductible one-time gift or set up a recurring monthly donation.

- **Join The Arc Auxiliary:** Lend your time, skills, or volunteer support to help organize signature fundraising events and holiday celebrations.
- **Advocate With Us:** Participate in local Advisory Meetings or join us for upcoming advocacy initiatives across our seven-county region.
- **Get in Touch:** Reach out to us at (570) 346-4010 or email erempe@thearcnepa.org to learn more about planned giving, corporate sponsorships, and volunteer opportunities.

“Our vision for the future isn’t just about expanding our reach, it’s about deepening our commitment to person-centered dignity, access, and belonging in every corner of Northeastern Pennsylvania.”



Northeastern Pennsylvania

115 Meadow Avenue, Scranton, PA 18505
Tel: 570-346-4010 • Fax: 570-346-8436 • www.thearcnepa.org