



The Arc®

Master Trust



2021
Annual Report



The Arc Master Trust provides beneficiaries with the extras in life, above and beyond the basic needs that government assistance programs provide. Whether it is a new computer, a first-time trip to Disney World, pets, cooking supplies, or a golf cart to get around in the neighborhood, The Arc Master Trust takes pride in quickly and efficiently responding to our beneficiaries' requests.



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

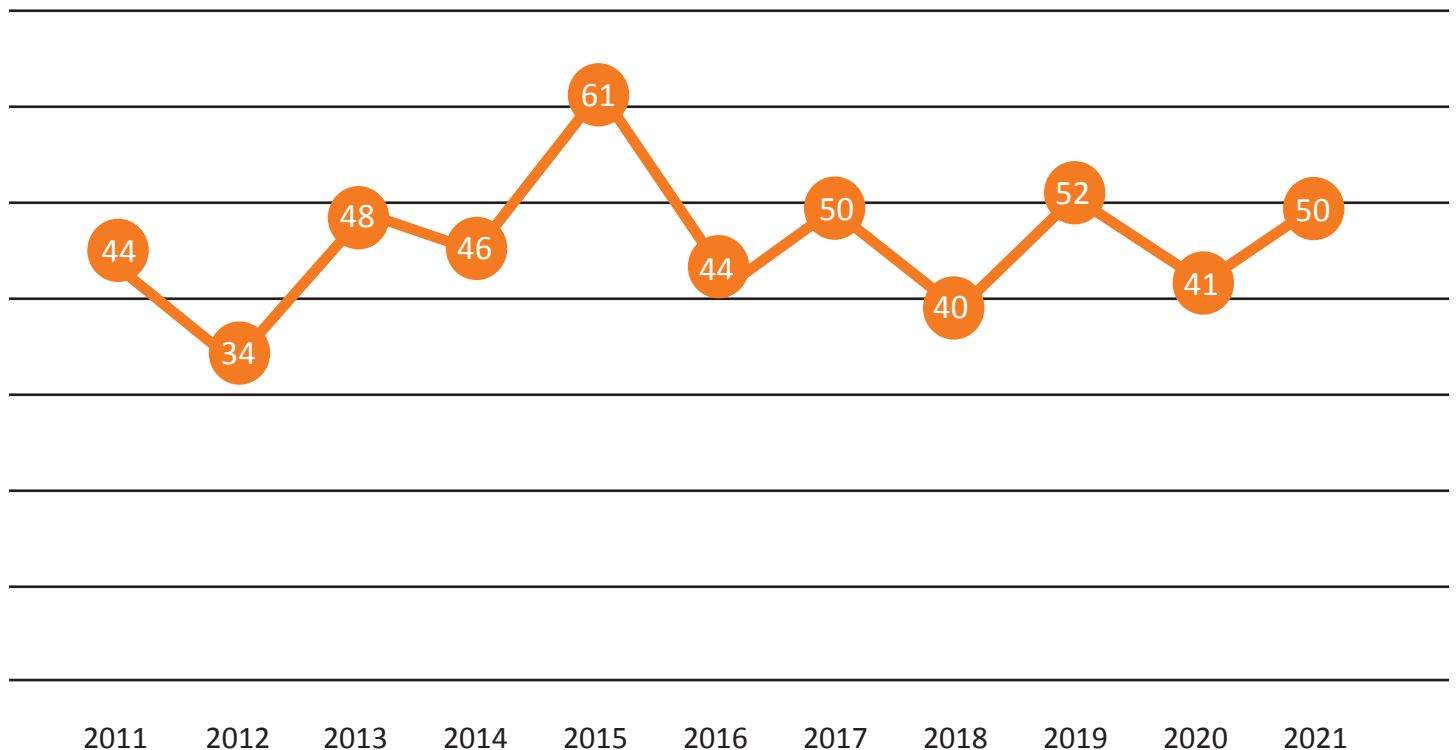
2021 ENROLLMENTS AND ACCOUNT BALANCES

- ❖ 785 new trusts opened
- ❖ 4,809 total trusts open
- ❖ 12,887 disbursements totaling \$6.8 million
- ❖ \$102.5 million total on deposit for Trust I and Trust II



Trust account managers enjoy displaying letters and photos from trust beneficiaries that share how The Arc Master Trust has made a difference in their lives. The quote on the wall serves as a motto for the trust team, "Whatever we accomplish belongs to our entire group, a tribute to our combined effort," Walt Disney.

Trust I Enrollments 2011–2021



INVESTMENTS

The return on Trust I investments for 2021 was +11.67% compared to 14.31% in 2020.

The return on Trust II investments was +11.17% compared to +15.07% in 2020.

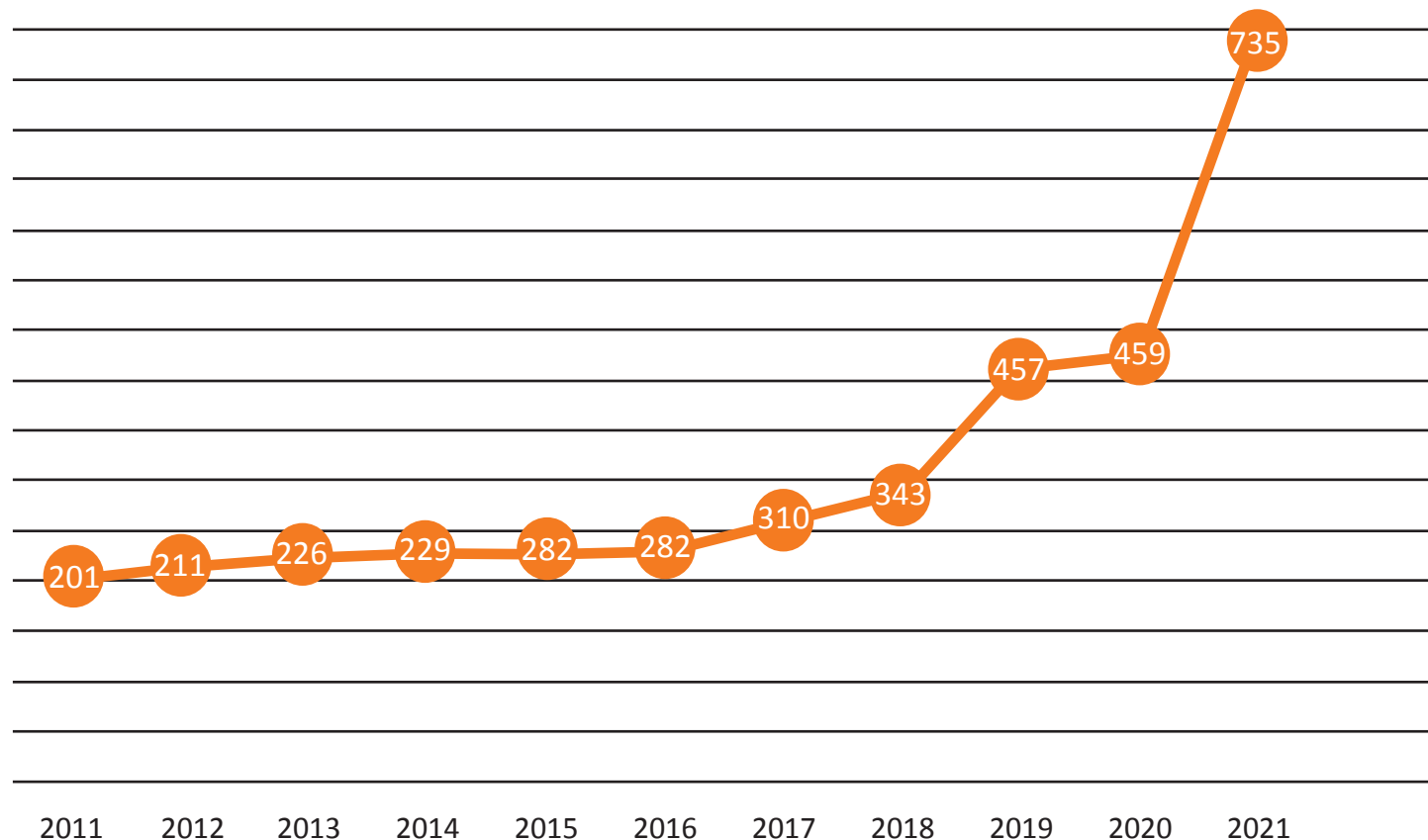
The average return on investments over the past 10 years has been +9.54% for both Trust I and Trust II.

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. On December 31, 2021 approximately 3.01% of Trust I and 5.90% 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 2011–2021



Survey Results

2021 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: 95%

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: 96%

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: 96%

Survey Comments

Really easy to request disbursements via the online portal! The check always arrives promptly. Keep up the great work!

I never feel like a burden. They make me feel safe and secure because I have a very protected system keeping my money safe. The staff is always so helpful. I feel like they care about me and are so polite and courteous. I would definitely recommend Arc to someone who needs it. I have a pleasant experience every time I talk to them.

I am so very thankful for The Arc trust. It is truly a god-send. The Arc has not only allowed my brother to have a far better life than he would have had without it, but because of what The Arc has done for my brother, my life is much better also.

Disbursements are simple and easy; my trust account manager is friendly and efficient and the list of available goods and services is impressive. I also appreciate the birthday cards and the sympathy card I received on the loss of my beloved dog Toby. Thank you!

2021 YEAR IN REVIEW

In 2021 The Arc Master Trust saw great growth, especially in our Trust II accounts. Many Hoosiers elected to save the stimulus checks they received during the year in their Master Trust II account. Trust I also saw some growth, but the majority of the increase in 2021 was in Trust II.

The Arc Master Trust also was affected by the “Great Resignation” that occurred in many businesses during 2021. All positions have now been filled with individuals who offer a wide range of talents to our trust program. You will see the names and positions of our current 2022 staff in this report. I have always believed with change comes opportunity and I know this will be the case for the trust.

In 2022, I am looking forward to growing the new staff and learning and utilizing all that they have to contribute to the trust team. We will also be making updates to our trust software, INTrust. We will be sure to provide updates to any changes that impact how beneficiaries and key people utilize the INTrust portal.

Also in 2022, we will be sending out a new survey to all primary key people. For many years now we have surveyed people that have contacted the trust to request a disbursement. The focus of this new survey will be to learn about the overall level of satisfaction of primary key people on our trust accounts. Please be watching for the survey to arrive in your mailbox very soon.

Wishing you a safe and prosperous 2022.

Melissa Justice
Chief Trust Officer

The Arc Master Trust Staff

Melissa Justice, Chief Trust Officer, has been at The Arc of Indiana since 1995. Prior to assuming leadership of the trust in 1988, she was the controller for The Arc of Indiana and supervisor of financial management of the trust. Melissa has assisted several chapters of The Arc throughout the United States form their own pooled trust, as well as helping other trusts run more efficiently and effectively. She is involved in a national group of pooled special needs trust administrators who are forming an alliance to provide quality services to trust beneficiaries across the country.

Sarah Geis, Assistant Trust Director, joined the trust staff in early 2022. She came to The Arc of Indiana from the Autism Society of Indiana where she was the central area supervisor. Sarah's primary focus includes meeting with families and providing presentations across the state.

Laura Gadberry, Senior Trust Manager, joined the trust in 2016 as an administrative assistant. She became a trust account manager in 2017. In 2021 she was promoted to serve as the senior trust account manager. Laura provides training to all trust account managers, advises trust account managers on issues concerning disbursements, keeps trust polices up to date, closes depleted trust accounts and accounts of deceased beneficiaries, and reconciles trust financial information.

Trust Account Managers, **Crystal Harrold, Karina Napier, Alyson Settimi and Kaitlin Waltz** work hard every day to ensure beneficiaries have what they want and need from their trusts in a timely and accurate manner. 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 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, works to address housing and benefit issues, and many other supports.

Kala Duhamell, Trust Administrative Assistant, joined the trust staff in April of 2022. 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 2018. She works part-time assisting with mailings and filing for the trust department.

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

