

ANNUAL REPORT

2022



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 over 30 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 & Investments

2022 ENROLLMENTS AND ACCOUNT BALANCES

636

New Trusts
Opened

5,297

Total Trusts Open

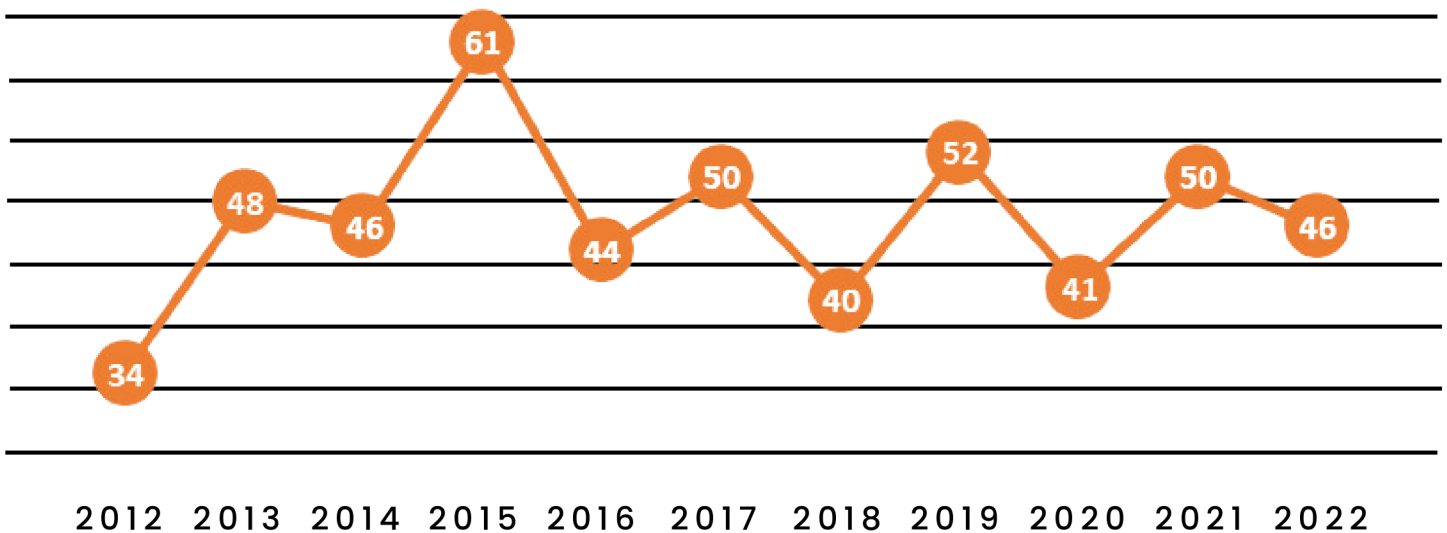
15,400

Disbursements
Totaling Over
\$9.4 million

**\$111.7
MILLION**

Total on Deposit
for
Trust I & Trust II

TRUST I ENROLLEMENTS 2012-2022



Investments

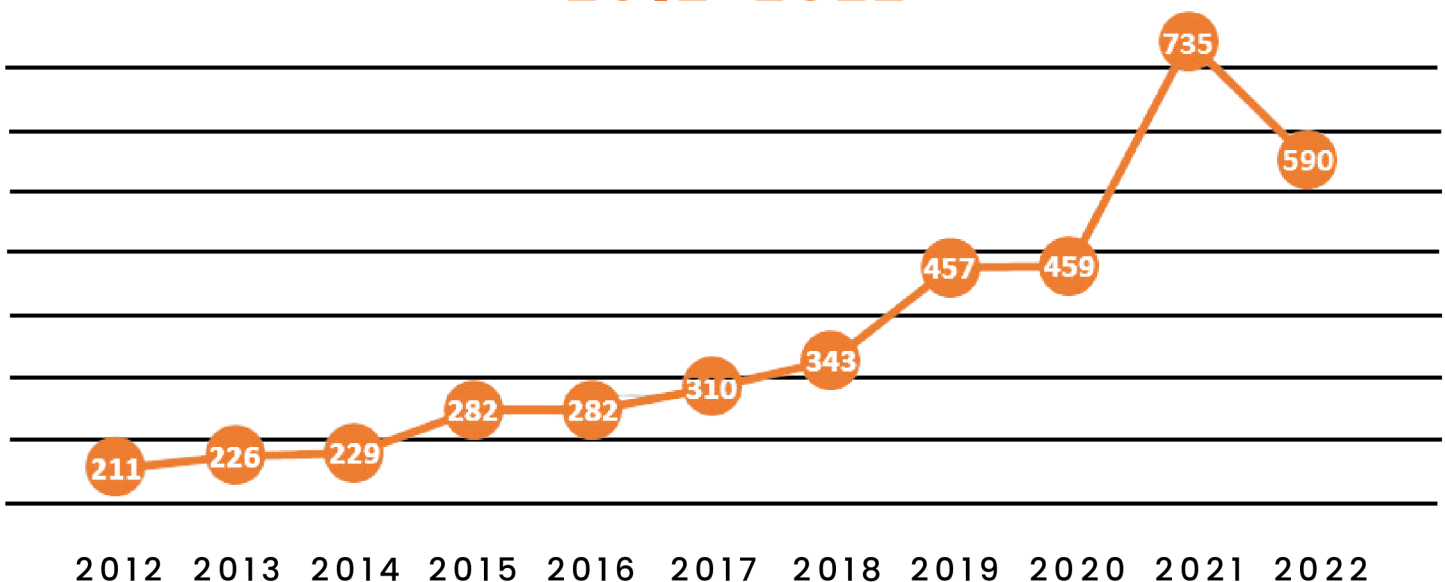
The return on Trust I investments for 2022 was -15.37% compared to +11.67% in 2021. The 2022 return on Trust II investments was -15.15% compared to +11.17% in 2021. The average annualized return on investments over the past 10 years has been +6.27% for both Trust I and Trust II.

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, 2022 approximately 6% of Trust I and 6.82% 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.

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.

TRUST II ENROLLEMENTS 2012-2022



2022 Satisfaction Survey

In 2022 we sent a survey to all open trust accounts to ask how we are doing. The survey was designed to learn how people involved with The Arc Master Trust feel about our services and obtain feedback on how we can improve. The survey was mailed to 2,800 households across the state. 609 responded – a 21% return rate.

Survey Comments

"When I have had the opportunity to utilize the trust on behalf of a person I serve, the people I have had communications with have been friendly, professional and always helpful. Thank you!"

"The Arc Master Trust team has been great to work with. They have provided my sister options and been an ally to our family for many years. Thank you!"

"Exceptional stewards of trust funds."

"I appreciate your attention to details and promptness of reimbursements. Thank you."

Survey Results

88%

Rate The Arc Master Trust a 9 or 10 on a scale of 1-10

89%

Rate The Arc Master Trust staff as usually or always communicating in a prompt & businesslike manner

92%

Would recommend The Arc Master Trust to a friend or family member



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, she was the controller for The Arc of Indiana and supervisor of financial management for 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 have formed an alliance to provide quality services to trust beneficiaries across the country.

Sarah Geis, senior director of engagement, 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.

Karina Napier, director of beneficiary services, joined The Arc of Indiana in October 2019 as a trust account manager. She was promoted to her new position in 2023. Karina oversees all aspects of beneficiary accounts and the trust account managers that serve them. Karina has a background in mental health as a care coordinator, and was an eligibility specialist with CMS prior to joining The Arc.

Alyson Settmi, director of operations and administration, joined The Arc of Indiana in 2018 as a trust account manager. She was promoted to her new position in 2023. In her new role, Alyson is responsible for operations of the department, supervision of administrative staff, and certain aspects of The Arc prior to joining the trust.

Trent Barnes, director of social services, joined The Arc Master Trust in 2014. As a 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.

The Arc Master Trust Staff

Trust account managers, Shontaya (Tate) Chaney, Kayla Duhamell, Crystal Harrold, Maribeth McKinzie, 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.

Audrianna (Audrey) Davis, trust assistant, has been with The Arc Master Trust since 2018. She works part-time assisting with mailings, filing and data entry 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**



The Arc

Master Trust

PO Box 1547, Indianapolis, IN 46206 | 317-977-2375
thearctrust.org



THE NATIONAL
BANK OF INDIANAPOLIS

The National Bank of Indianapolis is a proud financial partner with The Arc of Indiana and provides expert banking, administration, and investment management services for The Arc and its clients. To learn more about The National Bank of Indianapolis and its services, please visit **nbofi.com**.