

FY 2021 ANNUAL REPORT





Dear Friends,

Thanks to your support, Partners For Quality and our family of nonprofit agencies faced a most-challenging year head on. The height of the COVID-19 pandemic presented unique challenges for everyone and our agencies were no different. You can read more about that in the pages ahead. Thanks to you, we were – and remain – inspired, driven, determined and resilient.

We're proud to present our annual report for fiscal year 2021. As you read it, I hope the theme of resiliency will resonate with you as it has with me. From the outpouring of support from the community to the way our family of agencies found new ways to collaborate, we are proud to say we emerged from the year with a renewed sense of strength.

You'll also notice our fresh new look. We have rebranded our family of agencies with logos and identities that accurately reflect our connection to the community.

This report will introduce you to Olivia and Zack, both of whom turned pandemic-related challenges into new opportunities. You'll read about Michael, who bravely asked for help in the midst of challenges at home and at school. And I think you'll be inspired by the resiliency showed by persons supported in a mental health residential program.

As I always like to say, our successes are not possible without our passionate staff and generous supporters. The donors, foundations and special event participants who support the Partners For Quality Foundation make the difference in the lives of more than 5,000 local persons we are privileged to support.

Thank you for helping us be resilient. Your kindness means more to our Partners For Quality family than I can express. Stay up-to-date on what we're doing via our website (PFQ.org) and on Facebook (Facebook.com/PartnersForQuality).

Gratefully,

Margaret "Maggie" Rothenberger President & CEO

Partners For Quality

BOARDS OF DIRECTORSFISCAL YEAR 2021

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Traci Elder

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PARTNERS FOR QUALITY FOUNDATION BOARD

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Retired CFO of Weld Tooling Corporation

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Partners For Quality, through its family of agencies, supports people by providing services that promote choice, personal satisfaction and the realization of their hopes and dreams.

Partners For Quality Foundation is the fundraising arm of Partners For Quality, a nonprofit that provides administrative services to other nonprofit agencies that serve persons with intellectual disabilities, behavioral health challenges, or substance use disorders. These administrative services include Finance, Human Resources, Information Technology, Development and Communications. Our family of agencies includes Allegheny Children's Initiative, Citizen Care, Exceptional Adventures and Milestone.

This Annual Report is a publication of the Partners For Quality Foundation. To comment on content, ask questions, or request to be included in our mailing list, please contact Greg Jena, Executive Director of Communications, at gjena@PFQ.org.



Who would have thought that words and phrases such as "mask", "social distancing", "quarantine", "essential", "vaccine", "virtual" and others would become so dominant in our everyday language?

Just like every other organization, family and community across the nation and beyond, the Partners For Quality (PFQ) family of agencies saw its world get turned upside down in the midst of the COVID-19 pandemic.

Partners For Quality formed a Coronavirus Task Force in February 2020, comprised of key personnel from PFQ administration and all family agencies. From the Centers for Disease Control, to personal protective equipment, to monitoring, isolation and mitigation, the task force discussed and managed every aspect of the impact this pandemic had on our agencies, persons supported and staff.

So many staff personified the word "essential" by remaining on the front lines, caring for individuals with intellectual and developmental disabilities who were exposed, scared, or both. Boards of directors at Citizen Care and Milestone sent words of encouragement, while PFQ management designed events and gestures to show appreciation for staff who continued to go above and beyond.

Allegheny Children's Initiative and Milestone did masterful jobs of transitioning their mental health supports to virtual telehealth services. The team at Exceptional Adventures reinvented itself during the height of the pandemic – becoming an extra source of support for our agencies and the persons they serve. Exceptional Adventure's daily "Stir Crazy Fun

Challenge" provided months of entertainment, activity and engagement for persons forced to shelter in place.

PFQ never relented on providing education, resources and guidance to staff. A special page on the staff intranet site was dedicated to the latest Coronavirus information, including education on ways to be safe. CEO Maggie Rothenberger produced a number of video messages keeping staff abreast of what was happening and how our agencies were responding. Those videos were texted to staff on a regular basis.

The PFQ management team exhausted every resource when it came to acquiring personal protective equipment, COVID testing, and eventually, making COVID vaccines readily available to staff, persons supported and the community.

Our subsidiary agencies displayed a renewed sense of collaboration throughout the pandemic, sharing ideas, resources, time and talents. Partners For Quality even reached out to fellow local agencies, providing expertise and inclusion in our COVID-19 vaccine clinics.

We're proud to say that all of this teamwork, determination and selflessness continues day-in and day-out.

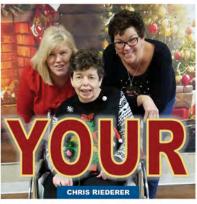
Sadly, we did not make it through the crisis unscathed. Despite best safety and mitigation efforts, we lost five persons supported to the Coronavirus. This Annual Report is dedicated to their memory.

We stand ready to continue our traditions of excellence and face new challenges head on.



















CONSOLIDATED FINANCIAL STATEMENTS OF PARTNERS FOR QUALITY AND ALL SUBSIDIARIES

REVENUE		EXPENSES	
Allegheny Chidlren's Initiative	\$2,579,268	Allegheny Chidlren's Initiative	\$2,532,897
Exceptional Adventures	\$16,972	Exceptional Adventures	\$228,366
Citizen Care	\$32,978,532	Citizen Care	\$31,749,203
Milestone Centers	\$21,331,459	Milestone Centers	\$21,406,337
Partners For Quality	\$4,409,087	Partners For Quality	\$4,832,353
Partners For Quality Foundation	\$2,447,977	Partners For Quality Foundation	\$469,251

Total Revenue \$63,763,295 Total Expenses \$61,218,407

ON THE RIGHT TRACK

A 17-year-old tenth grader, Michael was referred to Allegheny Children's Initiative's Student Assistance Program (SAP) due to recent falling grades, reports of family conflict and symptoms of grief. The recent shooting of a friend and a past trauma of losing his older brother to a shooting were contributing factors to Michael's academic struggles.

Allegheny Children's Initiative has been a Student Assistant Program provider in Allegheny County for the past five years; initially providing services in the West Jefferson Hills, Mt. Lebanon and Sto Rox school districts. The program has recently expanded to serve four more local school districts, a testament to the quality services that SAP liaisons provide to the students and families they support.

School districts appreciate the relationship with Allegheny Children's Initiative: "We had so many kids falling apart this year and as in the past, Allegheny Children's Initiative helped them and us," explained Stephanie Ross, a teacher in the Mt. Lebanon School District. "I shudder to think what we would have done without the Student Assistance Program."

To his credit, Michael requested someone to talk with due to his lack of motivation, sadness, decreased interest in activities and his ongoing conflict with his mother. At the same time, Michael's mother was concerned about her son using marijuana on a regular basis, displaying a lack of motivation, and not complying with her rules in the home.



Student Assistant Program Director Theresa Zurku (I) and Liaison Amanda Sable (r) are thrilled with Michael's progress.

"Before these recent challenges, Michael had a history of average grades, employment and healthy relationships," explained Theresa Zurku, Director of Service Coordination and Student Assistance Programs at Allegheny Children's Initiative. "We were confident that with the proper support, Michael could get back on the right track."

After receiving parental permission and input, SAP Liaison Amanda Sable met with Michael to provide a screening and identify his needs. Allegheny Children's Initiative provided outpatient counseling and drug and alcohol recommendations, along with arranging support from trained personnel at Michael's school.

"Our team feels really good about the level of resources and support we're delivering to Michael and his family," Sable said. "The family is on its way to strengthening its overall relationship and providing the ongoing support Michael needs to be successful."

For more information, contact Allegheny Children's Initiative at 412-431-8006.

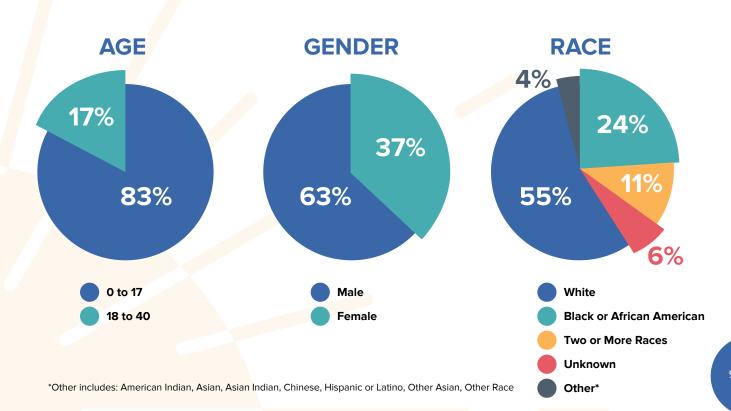


The family is on its way to strengthening its overall relationship.

Amanda Sable, Allegheny Children's Initiative.

ALLEGHENY CHILDREN'S INITIATIVE

REVENUE		EXPENSES	
Federal, State, County	\$ <mark>26</mark> 9,338	Personnel	\$1,912,188
Fee-for-Service	\$2,275,960	Operating	\$410,013
Other Revenue	\$16,337	Administrative	\$210,696
Grants and Contributions	\$17,633		
Interest and Gains(Loss)	\$ -	Total Expenses	\$2,532,897
Total Revenue	\$2,579,268	Net Surplus / (Deficit)	\$46,371



A REAL GO GETTER

Zack had worked at Citizen Care's Training and Outsourcing Center (TOC) since he graduated high school in the spring of 2011. The TOC provides paid employment, along with vocational and job training for persons with intellectual and developmental disabilities.

At the time, Zack wasn't quite ready for competitive community employment, so the TOC gave him the foundation he needed to build his work experience and gain confidence in his abilities.

Zack is also supported by Citizen Care's In-Home and Community Support Services, which provides personalized support in daily living and social skills.

Zack absorbed everything he learned and is putting it to good use. He's been empowered to make choices about his own personal growth and learning.

When the TOC temporarily closed during the height of the Coronavirus pandemic, Zack took a job as a cleaner in the Partners For Quality administrative building. This allowed Zack to remain active – and it propelled him to something more. He expressed his readiness to seek a job in the community.

"Our staff worked with Zack to develop his resume, complete applications and sharpen his interview skills," said Tricia Dethlefs, Services and Supports Coordinator of Citizen Care's In-Home and Community Support Services and Employment Services.

"Once Zack identified the type of work he would like to do, we met with a representative of Giant Eagle who connects with agencies like ours to place persons with disabilities in appropriate jobs," Dethlefs said. "They offered Zack a position at Get Go where he works four days a week tending to the coffee bar, stocking the store and cleaning."

The great news is that Zack is thriving, while earning the same pay as others make. He has the support of a Citizen Care job coach while on the job, with the goal of Zack achieving more independence as time goes on.

"We are so proud of Zack," Dethlefs stated.
"His job coaches have seen a positive change in his comfort levels while interacting with people. And, we know the experience Zack had at the Training and Outsourcing Center has prepared him for this chapter in his life."

For more information about Citizen Care employment supports, please call 412-446-0700.



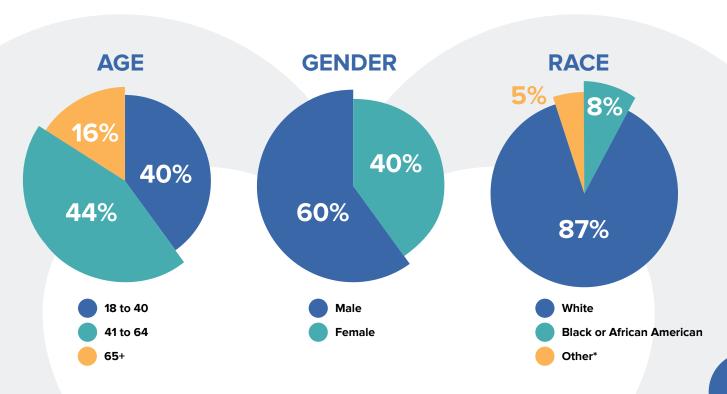


Zack's job coaches have seen a positive change in his comfort levels while interacting with people.

Tricia Dethlefs, Citizen Care

CITIZEN CARE

	EXPENSES	
\$31,629,414	Personnel	\$20,885,091
\$ -	Operating	\$8,564,012
\$1,349,118	Administrative	\$2,300,100
\$ -		
\$ -	Total Expenses	\$31,749,203
\$32.978.532	Net Surplus / (Deficit)	\$1,229,329
	\$ - \$1,349,118 \$ -	\$31,629,414 Personnel \$ - Operating \$1,349,118 Administrative \$ - \$ - \$ - Total Expenses



A VALUABLE TEAM MEMBER

She's shy, but friendly. She's quiet, but her smile lights up the room. Meet Olivia, the newest addition to Exceptional Adventures' office team. And while she's a relatively new staff, "Liv" (as she's known around the office) is no stranger to the world of Exceptional Adventures.

Olivia has participated in Exceptional Adventures social events for more than 10 years. And before joining the office team, she worked for about eight years in the Citizen Care Small Group Employment program, as part of a cleaning crew at local hotels. When work slowed down due to the pandemic, Olivia sought an opportunity with Exceptional Adventures.

"Olivia is a very organized worker," explained Alyssa Marzula, Exceptional Adventures Travel Coordinator.
"She's efficient, a fast learner and does great working independently."

The work Olivia does, along with her fellow office staff, is a huge part of Exceptional Adventures' operations. It includes trip and event mailings to guests, filing of records and COVID vaccination confirmations, craft coordination for events and supply prep for trips.

Olivia said she likes the work experience she's gaining, along with creating friendships.



Olivia prepares another mailing for Exceptional Adventures.

"I like to hang out with my friends because I like everybody, they are nice to me," she explained. "And I love going on the trips and events because it makes me feel happy."

It didn't take long for Olivia to fit right in, according to Marzula: "She makes the office fun. Her personality enables her to make friends easily."

Along with her paid work, Olivia also donates her time to Exceptional Adventures as a volunteer – at several events and at the annual Summer Camp.

"Our volunteers are crucial to helping events run smoothly," said Sarah Blonski, Exceptional Adventures Executive Director. "And Olivia shines with the brightest of them."

"My wife, Betty and I are very grateful Olivia has the opportunity to develop her skills with Exceptional Adventures." Explained Olivia's father, Tom. "They do an incredible job, treat her very well, and she loves it. We are so proud and thankful Olivia is part of the Partners For Quality organization!"

For more information, contact Exceptional Adventures at 412-446-0713.



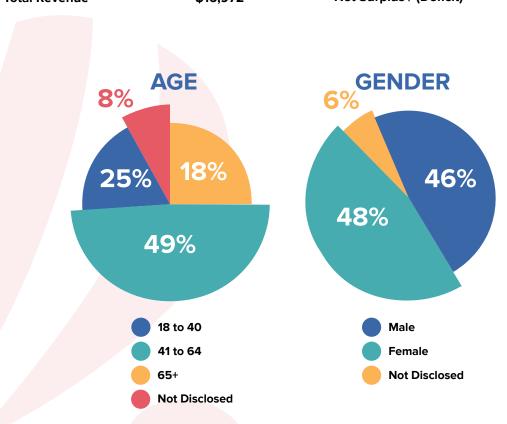


Olivia is efficient, a fast learner and does great working independently.

Alyssa Marzula, Exceptional Adventures

EXCEPTIONAL ADVENTURES

REVENUE		EXPENSES	
Federal, State, County	\$ -	Personnel	\$120,738
Fee-for-Service	\$ -	Operating	\$53,028
Other Revenue	\$15,502	Administrative	\$54,600
Grants and Contributions	\$1,470		
Interest and Gains(Loss)	\$ -	Total Expenses	\$228,366
Total Revenue	\$16.972	Net Surplus / (Deficit)	(\$211.394)



"I FOUND MY PASSION"

A Milestone team member for more than 23 years, Alisia Buggs is the Program Supervisor at Milestone's Community Residential Rehabilitation (CRR) program Southwell site. If you talk with Alisia for even a short time, you'll know she's very proud of her program - and justifiably so.

Milestone's CRR program is comprised of three community living sites which support persons not only with mental health challenges, but who have also been through the penal system.

"Alisia's program at Southwell presents some unique challenges," according to Dave Gigliotti, Milestone's Director of Mental Health Rehabilitation. "Alisia and her staff are well-respected for not only providing mental health support but assisting in navigation through the justice system."

The goal of the CRR program is to develop the full potential of persons supported, empowering them to eventually live independently and lead productive lives. Typical stay in the program is 12-15 months.

"I witness positive growth and change in the persons in our program," said Buggs. "With time, we see our individuals managing their medications, learning to cook, improving their hygiene and gaining the skills they need for securing employment."



Jason, a person supported at Milestone's Southwell site, discusses his plans for the day with Alisia Buggs.

Roberto is a resident in the Southwell home. He arrived after being released from jail.

"Inside here, I have better support," he explained. "From grooming to learning from other men in the house, it helps me a lot." Roberto shares his artistic talent by creating drawings for his friends – all while working on earning his GED.

"Without Alisia's program, many people would not have the opportunity to be reintegrated into the community," noted Gigliotti.

"I've met some amazing individuals doing this work, who have taught me a lot about life. I love these individuals," said Buggs, with a smile on her face. "I'm able to take them at the lowest point and help them put their life back together. I came here out of college thinking it would be a job – and I found my passion."

For more information, contact Milestone at 412-243-3400.

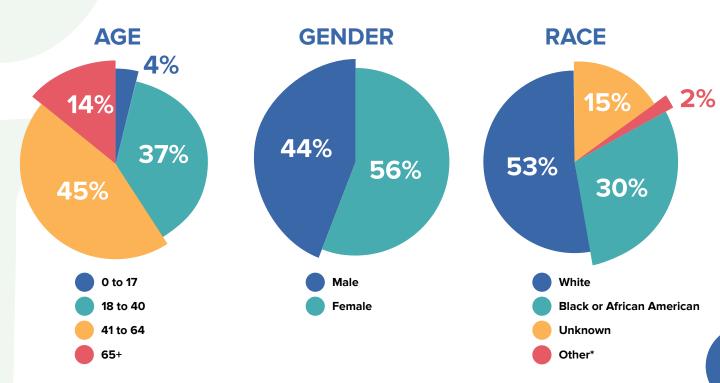


I'm able to take them at the lowest point and help them put their life back together.

Alisia Buggs, Milestone

MILESTONE

Total Revenue	\$21,331,459	Net Surplus / (Deficit)	(\$74,878)
Interest and Gains(Loss)	\$518,866	Total Expenses	\$21,406,337
Grants and Contributions	\$111,932		
Other Revenue	\$1,370,592	Administrative	\$1,676,100
Fee-for-Service	\$1,722,261	Operating	\$6,337,700
Federal, State, County	\$17,607,808	Personnel	\$13,392,537
REVENUE		EXPENSES	



FOUNDATION EVENTS & SCHEDULE

PARTNERS FOR QUALITY FOUNDATION EVENTS

The Partners For Quality Foundation is the "fundraising arm" of the Partners For Quality family of nonprofit agencies. The Foundation raises much-needed funds to support programs and services throughout our agencies. Through special events, donor engagement and support from foundations, our organizations carry out our mission of improving the lives of local individuals with intellectual & developmental disabilities, behavioral health challenges or substance use disorders.

Join our mailing list! Send a request to: Foundation@PFQ.org

PLEASE JOIN US

Annual Celebrate the Season Holiday Party: December 7, 2022 at The Lemont. Enjoy dinner, entertainment and holiday cheer.

Steel City Duck Derby: April 22, 2023, at Allegheny Commons Park, Pittsburgh's North Side. Our second annual event is guaranteed fun for the whole family!

Bob Pompeani Golf Classic: June, 2023, at Chartiers Country Club. 32nd annual event featuring great golf, exciting prizes and lasting memories for a great cause!





HOW YOU CAN HELP

A nonprofit organization, Partners For Quality Foundation raises funds to support PFQ subsidiaries – Allegheny Children's Initiative, Citizen Care, Exceptional Adventures and Milestone. Donations to the Foundation and/or any subsidiary are tax deductible. These are ways you can support more than 5,000 persons who receive services for intellectual disabilities, behavioral health challenges or substance use disorders.

ATTEND SPECIAL EVENTS: See our Events Schedule

DONATE A TRIBUTE GIFT

Whether you are celebrating a special occasion or remembering someone who has died, a Tribute Gift to Partners For Quality Foundation is a meaningful way to helps others. All contributions support program needs.

LEARN ABOUT PLANNED GIVING OPTIONS

Contact your attorney to find out how you can make PFQ Foundation or one of the PFQ subsidiaries a beneficiary in your will through a gift of cash, stocks, jewelry or real estate. You may choose to designate PFQ Foundation as the beneficiary of your retirement plan or life insurance policy. After you talk to the attorney, call PFQ Foundation at 412-446-0730.

GIVE TO THE HOLIDAY APPEAL

Look for our annual appeal between Thanksgiving and Christmas. Your support means so much to the people we support.

OTHER WAYS TO SUPPORT US:

- Designate United Way Contributor Choice #241 for Partners For Quality.
- Sponsor an event in your neighborhood, church, school, or organization that will benefit programs supported by Partners For Quality Foundation.
- Invite Greg Jena, Executive Director of Communications at PFQ, to arrange a speaker for your organization about the services offered by PFQ subsidiaries.

Donations may be made through **PFQ.org/donate** or mailed to **PFQ Foundation**, **250 Clever Rd.**, **McKees Rocks**, **PA 15136**

PARTNERS FOR QUALITY FOUNDATION

REVENUE		EXPENSES	
Federal, State, County	\$ -	Personnel	\$68,289
Fee-for-Service	\$ -	Operating	\$346,362
Other Revenue	\$ -	Administrative	\$54,600
Grants and Contributions	\$399,543		
Interest and Gains(Loss)	\$2,048,434	Total Expenses	\$469,251
Total Revenue	\$2,447,977	Net Surplus / (Deficit)	\$1,978,726











HONOR ROLL OF BENEFACTORS

\$5,000+

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Greater Pittsburgh Community Food Bank

KDKA-TV

PNC Fund for Charitable Giving

Richard Smith

The Hampson Family

The Pittsburgh Foundation

Trust in Memory of Michael Riddle

Usher Family Charitable Foundation

USI Insurance Services

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Heartland Restaurant Group

Las Velas Mexican Restaurant

David and Maggie Rothenberger

Maher Duessel

Milestone Centers, Inc.

Pittsburgh Steelers LLC

Ross International

The Essential Foundation

United Way of Allegheny County (SWPA)

Vitro Architectural Glass

For the complete Honor Roll of Benefactors, please visit our website at PFQ.org/ways-give/annual-report, or scan this code with your smart device.



YOUR SUPPORT MAKES ALL THE DIFFERENCE

We were able to do awesome things in fiscal year 2021 to improve the lives of the persons we support. And you made it possible!



A new grill was purchased for a Citizen Care community living site, so persons supported and staff could continue their tradition of weekly cookouts in the spring, summer and fall. The cookouts build comradery and provide everyone an opportunity to participate in planning and cooking.



New Year's Eve festivities were fun and exciting for persons supported at Milestone and Citizen Care community living locations, thanks to the purchase of party supplies, noise makers and special party food.



Citizen Care's In-Home and Community Supports program purchased sports and gaming equipment to facilitate activities that build sportsmanship and motor skills.



Android tablets were supplied to persons we support to enable them to participate in virtual activities – along with keeping in touch with loved ones during COVID lockdowns.



Participants in Supported Employment programs were supplied with new clothing that they wear while working the jobs they've earned throughout our community.

LIVES ARE BETTER THANKS TO YOUR SUPPORT. WE CAN'T THANK YOU ENOUGH!



PFQ CEO Maggie Rothenberger and Citizen Care Community Living Manager Victor Porch host a cookout for persons supported.



Partners For Quality

250 Clever Rd. McKees Rocks, PA 15136 PFQ.org 412-446-0700

THE PARTNERS FOR QUALITY FAMILY OF AGENCIES:



Allegheny Children's Initiative

2304 Jane St. Pittsburgh, PA 15203 412-431-8006 PFQ.org



Citizen Care

250 Clever Rd. McKees Rocks, PA 15136 412-446-0700 PFQ.org



Exceptional Adventures

250 Clever Rd. McKees Rocks, PA 15136 412-446-0713 ExceptionalAdventures.com



Milestone Centers

777 Penn Center Blvd., Bldg. 7 Pittsburgh, PA 15235 412-243-3400 MilestonePA.org



Partners For Quality Foundation

250 Clever Rd. McKees Rocks, PA 15136 412-446-0702 PFQ.org





