

FY 2022 ANNUAL REPORT

JULY 1, 2021 - JUNE 30, 2022

Allegheny Children's Initiative | Citizen Care | Exceptional Adventures Milestone | Partners For Quality Foundation





- Who We Are / Board of Directors
- Allegheny Children's Initiative
- 8 Citizen Care
- Exceptional Adventures 1()
- Milestone
- 14 Partners For Quality Foundation
- 16 Donors





- We know you, like us, are inspired by those we serve.

- and we thank
- you for your
- kindness,
- encouragement, and commitment.

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Dear Friends.

All of us need a lift from time to time. In the past year your generosity lifted the people we support in many ways. Because of you, they were lifted to new things, better things, and everyday things that most of us take for granted.

In this year's report, you'll read about a team of clinicians whose belief and hope for a young man named Jack inspires him to believe in himself. You'll learn about Donald and Justin, two men who through competitive employment relish being just "one of the guys" at their workplace.

You'll meet Anthony, an entrepreneur who is using income from his job at Milestone to build his own dream. You'll see how Exceptional Adventures offers people with disabilities the chance to explore the world and form lifelong friendships built on common interests and shared experiences.

Thanks to your contributions, along with your participation in our Partners For Quality Foundation events, you have given all these people the lift they needed, and seeing their successes strengthens our passionate staff's continued commitment to provide person-centered services day in and day out.

Your support of our family of nonprofit organizations lifts us up to a new future, and your generosity sustains our life-enhancing programs and services. We know you, like us, are inspired by those we serve, and we thank you for your kindness, encouragement, and commitment.

Don't miss any of our good news - stay in touch with Partners For Quality via our beautiful new website (PFQ.org) and on Facebook (Facebook.com/PartnersForQuality).

Gratefully

Margaret Kothen bergy

Margaret "Maggie" Rothenberge President & CEO Partners For Quality



BOARD MEMBERS FOR FISCAL YEAR 2022

Partners For Quality Parent Board

Joe Mandarino, *Chair* (7/1/21-12/31/21)

James Plake, *Chair* (1/1/22-6/30/22) Karen Bray Jim Conniff Anna Rankin Christine Riederer Timothy Taylor Mary Beth Veri Deborah Walrath Thomas Weaver

Allegheny Children's Initiative Board

Karen Bray, Chair (7/1/21-12/31/21) Vice President, Patient Care Services, The Washington Hospital

James Plake, Chair (1/1/22-6/30/22) Former CFO, Pittsburgh Pirates

Ted Cataldi President, Service First Properties

David Dietrich Principal, At Home Senior Services

Allison Levy-Drake Learning Support Teacher, Baldwin-Whitehall School District

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Timothy Taylor, Chair Licensed CPA, Entrepreneur, Consultant

Melissa Coleman HR Director, Encompass Health Sewickley Hospital

Peter Divito Senior Manager, Pittsburgh Mercy Health System

Jeff Jeffers Enterprise Account Manager, Axis Business Consultants

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Mary Beth Veri Retired educator

Claudia Wendel Optometrist

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Thomas Diecks Owner, Greater Pittsburgh Travel

Traci Elder Corporate Travel Manager, Greater Pittsburgh Travel

Debra Harding *Retiree; community member*

Milestone Board

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Anna Rankin Director of LTSS Clinical Operations, UPMC Health Plan

Deborah Walrath *Retired attorney, Buchanan, Ingersoll & Rooney* Scott Yusavage

President, Computer Fellows, Inc.

Partners For Quality Foundation Board

Joseph Mandarino, Chair (7/1/21-12/31/21) Retired CFO of Weld Tooling Corporation

James Barone, Chair (1/1/22-6/30/22) Network Engineer, PNC Financial Group

Terence Brady HR, Operations & Administration, Live Media Group

Heidi Orie Health Care Professional

Who We Are

Our agencies have stellar reputations. The people we support enjoy growth, learning and enhanced quality of life. And our staff is passionate about what they do. Since 1975, we have been respected leaders in Western Pennsylvania.

Partners For Quality is a nonprofit organization that provides administrative management services to other nonprofit agencies supporting persons with intellectual disabilities, behavioral health challenges or substance use disorders. These administrative services include Finance, Human Resources, Information Technology, Fundraising and Communications.

Our family of agencies includes Allegheny Children's Initiative, Citizen Care, Exceptional Adventures, Milestone and the Partners For Quality Foundation.

This Annual Report is a publication of the PFQ 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.

CONSOLIDATED FINANCIAL STATEMENTS OF PARTNERS FOR QUALITY AND ALL SUBSIDIARIES

REVENUE		EXPENSES	
Allegheny Chidlren's Initiative	\$3,711,747	Allegheny Chidlren's Initiative	\$2,577,364
Citizen Care	\$35,411,053	Citizen Care	\$35,309,623
Exceptional Adventures	\$133,565	Exceptional Adventures	\$318,171
Milestone Centers	\$24,087,228	Milestone Centers	\$23,871,907
Partners For Quality Foundation	\$(885,845)	Partners For Quality Foundation	\$458,634
Partners For Quality	\$4,345,255	Partners For Quality	\$5,314,021
Total Revenue	\$66,803,003	Total Expenses	\$67,849,720



ALLEGHENY CHILDREN'S INITIATIVE

\$3,272,878

REVENUE Federal, State, County \$384,686 Fee For Service

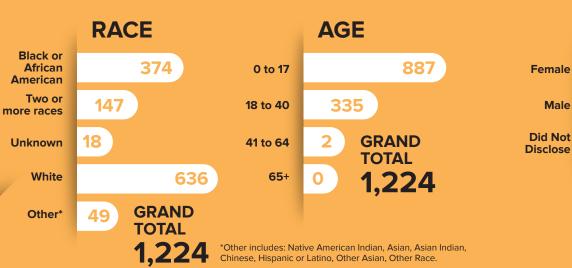
	Service	Grant / Contributions Other Interest and Gain(Loss) Management Fee	\$ – \$54,183 \$ – \$ –
	Service Coordinator Irene Chepngetich (left) and Director of Service Coordination Theresa Zurku played important roles in Vack's prosm	Total Revenue	\$3,711,747
I	played important roles in Vack's progress.	Expenses	
	avit roles in the Zurk	Personnel	\$1,882,833
-	Vack's pros	Operating	\$483,835
	rogress.	Administrative	\$210,696
		Total Expenses	\$2,577,364
		Not Sumlus / (Deficit)	¢4424 202

Net Surplus / (Deficit) \$1,134,383



Thanks to Allegheny Children's Initiative, I was able to face these issues and our family has come through the most challenging time of our lives.

– Donna, Jack's mom



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GENDER 510 714 GRAND TOTAL 1,224

We Never Gave Up

Despite a history of behavioral health challenges from a young age, Jack was a high achiever early in his school career. A series of traumas, though, literally changed his life.

By the time he was a teen, Jack was struggling with his weight and socially within his peer group. He was being bullied and had to deal with the murder of one of his best friends.

Jack's mother, Donna, is a single mom who has her own physical and mental health challenges, being a victim of past trauma and abuse. She often faced volatile situations at home with Jack as his behaviors worsened.

"On top of everything else, during the pandemic Jack became isolated in his bedroom," explained Theresa Zurku, Director of Service Coordination at Allegheny Children' Initiative. "He had stopped taking care of his hygiene and his room was in disarray."

Allegheny Children's Initiative's Service Coordination, Family Based Mental Health and Intensive Behavioral Health programs all contributed to the support provided to Jack and Donna. In addition, Donna and Jack also received support from Milestone, another Partners For Quality agency.

Among the supports provided were a communication and collaboration plan that kept everyone on the same page and a list of "non-negotiable" expectations for Jack and Donna's interactions in the home. The support plan is working.

Now, about six years after the start of services, Jack's quality of life has vastly improved. He is being respectful, keeping his room clean and helping around the house. Jack's new outlook on life has motivated him to attend school regularly, practice regular self-care (like riding his exercise bike) and re-connect with his dad, who helped Jack redecorate his room.

"Thanks to support from Allegheny Children's Initiative, I was able to face these issues and our family has come through the most challenging time of our lives," said Donna. "I am so grateful for what has been done for my son and me."

Jack's commitment to change has led to him getting out into the community more with his former Big Brother, who he has maintained as a natural support. Jack loves to play chess with his Big Brother, so the team at Allegheny Children's Initiative gifted him a travel chess set to celebrate him working toward his goals and achieving improved behavior. He has his sights set on joining a chess club.

"We never gave up on them," Zurku said. "Sometimes we have to carry the hope when families can't see it through the chaos. When someone believes in a family, the family is inspired to change."

For more information, visit AlleghenyChildrens.org

"Truly amazing"

Justin and Donald are participants in Citizen Care's Employment Services program – and they are excelling in the workplace!

Both men were hired years ago at Victory Packaging in Zelienople. They have worked hard to improve and expand their skillset and are enjoying their employment. They work Monday through Friday with the support of their Citizen Care job coaches, Karen Lewis and Sophia David. In fact, they are doing so well that they recently received a pay raise.

"Both of these men are great workers," David said. "They are determined, hardworking and dependable. Their jobs are important components of their lives."

Donald said he appreciates earning a paycheck. "I'm able to go on vacation, buy clothes and get sports gear for my favorite team, Penn State," he explained.

Donald added that he gets along so well with his co-workers that they even tease each other about the Pitt-Penn State rivalry. "It's fun," he said, with a smile. His mom, Erin, explained that Donald feels a sense of purpose going to work each day, earning his own money and learning new skills.

Staff at Victory Packaging say that they look forward to seeing Justin and Donald every day, because they are a joy to work with and take their jobs very seriously.

"Justin doesn't even want to take days off because he feels like they need him there," said his mom, Chris. "Working every day gives him structure."

"I love working with my job coach, Karen," said Justin, who clearly takes pride in doing a good job.

"I'm in awe over how Justin and Donald have advanced their skills at Victory Packaging," said Lewis. "They are truly amazing."

To learn more, visit CitizenCarePA.org



I'm in awe over how Justin and Donald have advanced their skills.

– Karen Lewis, Citizen Care job coach

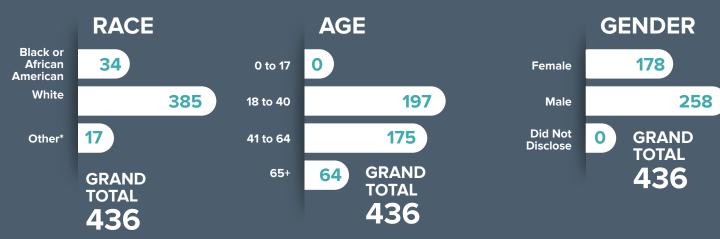


Donald and Justin (third and fourth from left, respectively) with co-workers.

CITIZEN CARE

REVENUE

Federal, State, County	\$33,950,850
Fee For Service	\$ -
Grant / Contributions	\$ -
Other	\$1,460,203
Interest and Gain(Loss)	\$ -
Management Fee	\$ -
Total Revenue	\$35,411,053
Expenses	
Expenses Personnel	\$23,535,669
	\$23,535,669 \$9,473,854
Personnel	
Personnel Operating	\$9,473,854



*Other includes: Native American Indian, Asian Indian, Native Hawaiian, Other Asian, Other Pacific Islander, Other Race, Two or More Races.





An Exceptional Adventures trip to Washington, D.C. included a stop at the Lincoln Memorial.

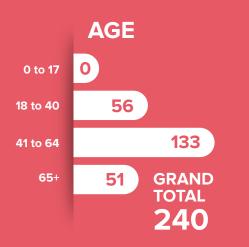
EXCEPTIONAL ADVENTURES

REVENUE

Expenses Personnel Operating Administrative Total Expenses	\$155,728 \$103,943 \$58,500 \$318,171
Personnel Operating	\$103,943
Personnel	
	\$155,728
Expenses	
Evnoncos	
Total Revenue	\$133,565
Management Fee	\$ -
Interest and Gain(Loss)	\$ -
Other	\$133,565
Grant / Contributions	\$ -
Fee For Service	\$ -



Olivia has expressed that she likes how her experiences have enabled her to spend time with friends.





"

GENDER 110 127 3 GRAND TOTAL 240

Ready for the Next Adventure

Bingos. Dances. Trips to Mexico, Punta Cana, Las Vegas, Amish country and the Rock & Roll Hall of Fame. Attending musicals, amusement parks, zoos... and more!

Since 1978, Exceptional Adventures has been providing social connections, lasting friendships and dream vacations for persons with disabilities.

Exceptional Adventures events and trips provide opportunities to persons who may not otherwise have the chance to do these things with their peers.

"Exciting," "unforgettable," and "happy" are words that Exceptional Adventures guests have used to describe their experiences.

No matter what, these adventurous individuals have their sights set on exploring all sorts of destinations.

Olivia has expressed that she likes how her experiences have enabled her to spend time with friends. Leann still talks about the cherished memories of getting up close and personal with monkeys on a trip to the Caribbean.

Leland's family said he enjoyed his trips so much, that they helped him not only be more sociable, but sparked his interest in volunteering. And Matilda & Dave – a couple that's been traveling together with Exceptional Adventures since 2006 - said Mexico has been their favorite trip so far.

As with all of the Partners For Quality family of agencies, it's a true privilege to support the persons we call Guests. Making dreams come true is a source of pride for Exceptional Adventures.

Where will our next adventures take us? Stay tuned!

At the time of publication, a new Director is joining Exceptional Adventures. We look forward to resuming one-day trips and weekend adventures soon.

To learn more, visit ExceptionalAdventures.com

Putting His Best Foot Forward

Anthony is a young man with an eternal smile. He has been a member of Milestone's Small Group Employment program for about five years, where he is part of a crew that regularly cleans one of Milestone's office buildings.

But there is so much more to Anthony than that.

Since 2020, Anthony has also been an up-and-coming businessman. He's the proud founder and owner of Anthony's Shoes, a designer sneaker brand that's attracting global attention.

"I want to be successful in life," explained Anthony. He cites rapper and entrepreneur Master P as his inspiration – especially because he's known for wearing cool shoes. "I use the money I make at Milestone to invest into my shoe brand."

How did all start? "I did research," Anthony said. "I found a website where I can design my shoes. I send the design to a manufacturer in Italy and customers who order shoes can get them in seven to 12 days."

Along with style, Anthony said that comfort is what sets his shoes apart from others.

"Anthony is very motivated in his work and loves learning about business," said Brandon Pannell, Milestone's Employment Services Supervisor. "He's on his way to fulfilling our goal of him being an independent worker."

Anthony's Shoes has a website (AnthonysShoesBrand.LuxuryBrand.Shoes), Instagram page (instagram. com/AnthonysShoesBrand1/) and YouTube channel (Anthony's Shoe Brand). A visit to the YouTube channel shows shout-outs from comedian/actor Cedric the Entertainer, BET & VH-1 personalities and even customers from Africa and India. Not to mention a commercial that ran on the BET network!

"It was a proud moment when I learned about Anthony's business," Pannell said. "Every time he shows me something new, I'm more astonished by what he does."

To learn more, visit MilestonePA.org.



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motivated in his work and loves business.

MILESTONE

REVENUE

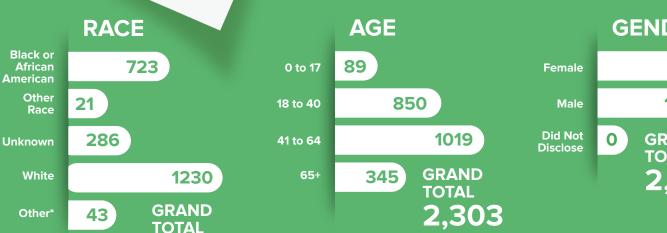
Total Revenue	\$24,087,228
Management Fee	\$ -
Interest and Gain(Loss)	\$(321,877)
Other	\$1,387,590
Grant / Contributions	\$81,205
Fee For Service	\$2,148,247
Federal, State, County	\$20,792,063

Expenses

\$13,350,541
\$8,845,266
\$1,676,100
\$23,871,907

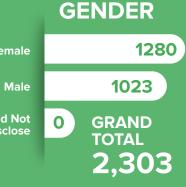
Net Surplus / (Deficit) \$215,321





Anthony prova

his original designs.



2,303 *Other includes: Native American Indian, Asian, Asian Indian, Chinese, Declined to Answer, Did Not Ask, Native Hawaiian, Other Asian, Other Race, Two or More Races.



PFQ Foundation

Partners For Quality Foundation strives to support the aspirations of people with intellectual & developmental disabilities and behavioral health challenges to live the lives they envision for themselves, beyond their basic needs.

DIFFERENCE MAKER GRANTS

Each year, the Partners For Quality Foundation Board of Directors allocates a portion of donations to the Difference Maker Grant Fund for individuals receiving services. We are committed to assisting individuals live the lives they envision for themselves by supplementing their opportunities, enhancing their experiences, and providing assistance in times of need beyond the requirements of government regulations.

The Difference Maker Grant Fund is maintained through contributions from individual donors, corporations, and private foundations. It is only because of the generosity of our donors that these needs are met. Just look at what we accomplished in fiscal year 2021 because of you:

- Participants at Milestone's Yough Adventure Program received new horticulture beds to enhance therapeutic gardening programs.
- Residents and staff in Citizen Care and Milestone's residential programs received catered Thanksgiving and Holiday meals allowing both residents and staff to enjoy the holidays together with less preparation. We were thrilled to provide this respite for our remarkable Direct Support Professionals to enjoy their holiday while caring for individuals in our programs.
- An Allegheny Children's Initiative Service Coordinator was able to purchase two new mattresses for a family supported whose belongings were damaged in flooding in a storage facility.
- Citizen Care's In-Home, Community, and Employment Services purchased large backyard games like Connect Four and Jenga to improve dexterity, motor skills, and socialization opportunities within the programs.
- A new clothes dryer was purchased for a single mother of a medically fragile person supported by Allegheny Children's Initiative, to reduce the cost and stress of traveling to a laundromat each week.



YOU MAKE A DIFFERENCE

While there are several ways to support the Partners For Quality Foundation, each one directly impacts the lives of persons supported by our family of agencies. If you participate in fundraising events, give a gift, serve as a board member, or remember the Foundation in your will, you make a real difference in the lives of the individuals we support.

MAKE A DONATION

Every gift has an impact. Your gift will change a life. Please note that many companies match donations contributed to charities supported by their employees. If your company has a matching gift program, the Partners For Quality Foundation would be happy to assist you in maximizing your donation.

WAYS TO GIVE

We have a variety of options that make it easy to support the Partners For Quality Foundation. To find the one that's right for you, visit PFQ.org/ get-involved/ways-to-give or scan this code.



SPECIAL EVENTS

Duck races, golf outings, comedy or holiday cheer- there is an event for everyone hosted by Partners For Quality Foundation. We welcome your participation and sponsorship in one, or all, of our annual events.

Mark your calendar and join us:

Celebrate the Season Holiday Party:

December 6, 2023 at LeMont Restaurant.

Steel City Duck Derby:

April 20, 2024 at Allegheny Commons Park, Pittsburgh's North Side.

Bob Pompeani Golf Classic:

June 10, 2024 at Chartiers Country Club.



PFQ FOUNDATION

REVENUE

Federal, State, County Fee For Service Grant / Contributions Other Interest and Gain(Loss) Management Fee	\$ \$ \$325,184 \$(1,211,029) \$ \$
Total Revenue	\$(885,845)
Expenses	
Personnel	\$75,877
Operating	\$328,157
Administrative	\$54,600
Total Expenses	
	\$458,634

Donors

The Partners For Quality Foundation is grateful for our generous donors. All donors listed made gifts between July 1, 2021 and June 30, 2022. Partners For Quality Foundation makes every effort to ensure this list is accurate and up to date.

\$5.000+

2021 BP Golf Classic CHUBB The Hampson Family Maureen Davis North Shore Tavern Bob & Chris Pietrandrea Shelburne Charitable Foundation

Stinker Family Charitable Fund

The Edith L. Trees Charitable Trust USI Insurance Services

\$2.500-\$4.999

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\$1.000-\$2.499

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\$500-\$999

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\$100-\$249

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