



Rooted
in Care,
Growing
Together.



Dear Friends,

At Partners For Quality, our work has always been grounded in a simple but powerful belief: every person deserves dignity, opportunity and the support needed to live a meaningful life. This year, as we celebrate the 50th Anniversary of Citizen Care, we are reminded that our strength today is deeply rooted in decades of compassionate service and that our future depends on how we continue to grow together. The theme for this report is **Rooted in Care, Growing Together**.

Rooted in Care reflects the deep relationships that shape our organizations and firmly ground the programs we provide. Growing Together recognizes that we are strongest when the individuals we support lead with their dreams and independence while we provide the partnership and support to help turn possibility into progress. Growth for us is not simply expansion—it is intentional innovation that enhances quality of life.

For fifty years, Citizen Care has stood as a pillar of commitment to individuals with intellectual and developmental disabilities. What began as a focused effort by parents to meet their children’s urgent needs has evolved into a comprehensive network of supports that empower people and families across our region. This legacy is not only one of longevity, but of trust, resilience and unwavering dedication to person-led care.

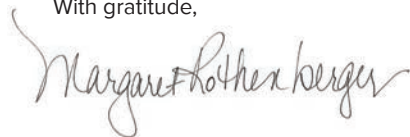
The Partners For Quality family of agencies surrounds individuals and families during every stage of life. Together, we walk alongside thousands of people each year—uplifting their voices and expanding opportunities. While each organization brings distinct expertise, we are unified by the shared values of respect, inclusion, accountability and innovation.

Most importantly, our growth is measured in human stories: a person taking the trip of a lifetime with Exceptional Adventures, a family finding stability and hope in Life Sharing services and the opening of Milestone’s Pediatric Resource Centers supporting families who need it most. These moments are the true markers of our success.

As we honor Citizen Care’s 50 years, we also look ahead with purpose across our family of agencies. The next chapter of Partners For Quality will be shaped by innovation and collaboration. We believe each person is the author of their own future, equipped with strengths, preferences and aspirations that should guide every decision and pathway forward.

To our staff, families, donors, board members and community partners—thank you. Your commitment fuels our mission and makes this shared journey possible. **Together, we honor our roots. Together, we grow.**

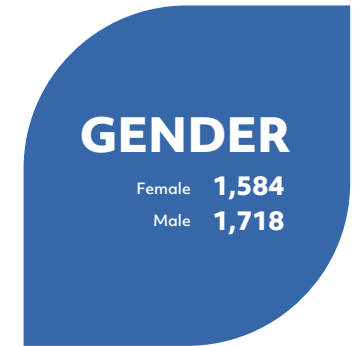
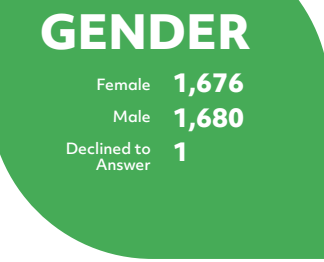
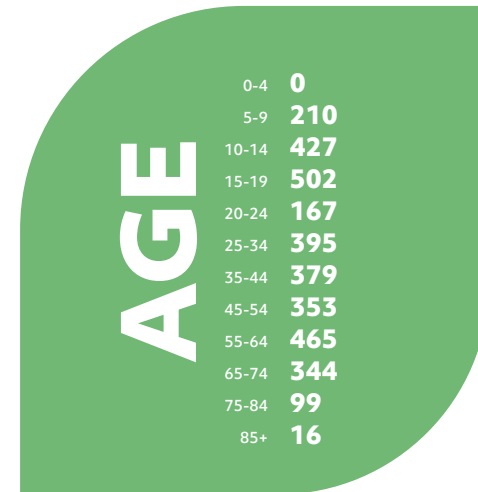
With gratitude,



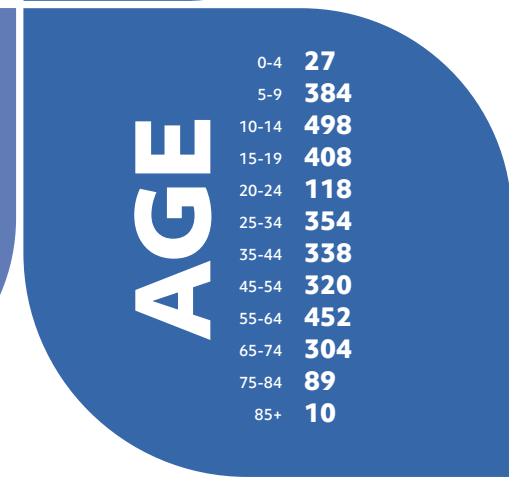
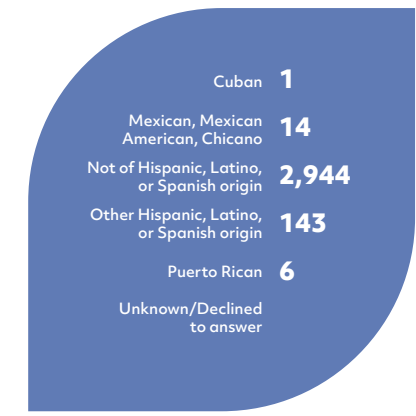
Margaret “Maggie” Rothenberger
President and Chief Executive Officer
Partners For Quality



**PEOPLE SUPPORTED
IN 2023-2024**
3,357



**PEOPLE SUPPORTED
IN 2024-2025**
3,302



Citizen Care Celebrates 50!

50 Years of History and a Future Filled with Possibilities

It was the first week of May 1975. Citizen Care opened the doors of Robinson Developmental Center on Clever Road in Robinson Township. Over the course of the next couple months, the agency welcomed 132 persons with disabilities who transferred from Polk State Center in Northwestern PA.

Under the leadership of Dr. Norman Mulgrave, Citizen Care began its 50+ year tradition of supporting local people with intellectual disabilities and autism. Today, as then, Citizen Care is proud to empower each person supported to achieve their hopes and dreams.

Dr. Mulgrave, a passionate advocate for people with disabilities, not only helped establish Citizen Care, but also served as the Chair of its Board of Directors until his passing in 2004.

Elmer Nemeth was at Robinson Developmental Center on day one. At the time, he was a “Resident Care Technician.” Elmer spent more than 40 years with the agency, eventually retiring as its Executive Director.

Nemeth said it didn’t take long to realize that Citizen Care was changing lives of people it supported: “Knowing that they had a better quality of life was profound,” he recalled. “I didn’t know how long I was going to stay here or what I would do, but those people and the community had a profound influence on me. It became my career.”



A Fresh Focus

The establishment of Citizen Care reflected a shift in the disability community. No longer was it acceptable for people to be housed in institutions – where they were just another face in the crowd. Rather, the focus was on empowering persons supported to be engaged members of their community. Staff at Robinson Developmental Center got to know each resident as a person, becoming familiar with each individual’s personality – their likes, dislikes, goals and dreams.

Between 1975-1979, Citizen Care’s first Adult Training Facility and Community Living Homes were opened. By 1983, then Pennsylvania First Lady Ginny Thornburg was on-hand to dedicate Robinson Developmental Center’s new therapeutic swimming pool. Mrs. Thornburg, also a long-time advocate for people with disabilities, was among those who worked with Dr. Mulgrave to make Citizen Care a reality.

Innovation and Growth

Exceptional Adventures, an agency providing travel and social events for adults with disabilities which is now a full-fledged subsidiary of Partners For Quality, joined Citizen Care in 1992.

Throughout the 90s, Citizen Care opened more Adult Training Facilities. In the community, Citizen Care began a contract with Marriott hotels, where people supported were trained and mentored within the housekeeping department.

Beginning in 2000, the Robinson Developmental Center conversion project moved people into homes in the western suburbs of Pittsburgh. For many, this was the first time in their adult lives that they were able to live in a residential, non-congregate environment. In the summer of 2000, 20 people moved into five community homes. Over the next three years, an additional 65 people moved into their new homes. By October 1, 2003, no one remained in the facility.

A New Structure

In 2005, Partners For Quality was formed as the parent organization to provide administrative services so that Citizen Care and other subsidiary organizations could focus on the people they support.



The In-Home & Community Support Services program was launched in 2018 providing habilitation services to 25 individuals, helping them learn, keep or improve everyday life skills. By 2025, Citizen Care's In-Home and Community Services supported 105 people - and expanded services to include companion, respite, social groups, school-based services and community participation supports. In August 2023, Citizen Care began a Life Sharing program, which allows families to open their homes to an adult with an intellectual disability or autism. The In-Home & Community Support Services program paved the way for a transition from day programs to community-based activities, including small group and competitive integrated employment, giving people with disabilities the opportunity to work and earn in the mainstream.

Over the past 50 years, Citizen Care and its dedicated staff have created an environment that continues to listen to, learn from and lift up the people in their care.

For more about Citizen Care, please visit CitizenCarePA.org

Eight History Makers

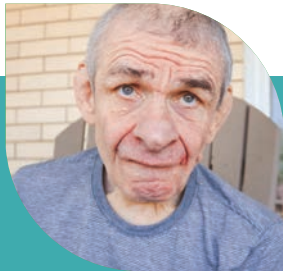
These individuals were the first eight to move into Robinson Developmental Center in the spring of 1975. Some still receive services from Citizen Care today.



Sandy A.



Connie F.



Glenn F.



Robert G.



Peggy H.



Marleen K.



Michael L.



David P.

Citizen Care 50th Anniversary Gala

Citizen Care, in conjunction with Partners For Quality and its family of agencies, celebrated its landmark 50th anniversary with a gala celebration November 5, 2025 at the Heinz History Center.

The evening included dinner, dancing and most importantly, a salute to Citizen Care's first five decades. Staff members past and present shared highlights of the agency's founding and growth. Historic artifacts were on display and the event saw the debut of Citizen Care's 50th anniversary retrospective video.



Watch the video here:





MILESTONE PROM

A magical, unforgettable experience!

In September of 2025, Milestone held its second annual Once Upon a Prom event for more than 100 people it supports. Milestone's Prom – held at picturesque Laube Hall in Freeport – provides an evening of music, dancing, fancy attire, delicious food and lasting memories. Guests, with support from staff, have come to cherish this annual event.

To learn more about Milestone, please visit MilestonePA.org



**EXCEPTIONAL ADVENTURES
NEW YORK TRIP**

A Festive Time in the Big Apple

In December, Exceptional Adventures hosted a trip to New York City. It's the most festive time of year in the Big Apple – and it all came together thanks to the wish of a guest named David.

David made his wish known to Exceptional Adventures Director Julie Trbovich – and Julie used the opportunity to plan a magical getaway to New York. David even helped plan the trip by offering input on a Broadway show and popular restaurants.

From December 14 to 18, David and other guests enjoyed holiday shopping, delicious food, a performance of The Lion King and even a visit to the Museum of Ice Cream.

“Exceptional Adventures is all about creating memories together,” said Trbovich. “And tailoring the adventures to our guests wishes is what makes each adventure special.”

Learn more about Exceptional Adventures. Visit ExceptionalAdventures.org





Bubble aquarium



Sensory boat



Rocker

The Partners For Quality Foundation

Donors to the Partners For Quality Foundation bring to life so many of the remarkable stories shared in this report. Your generosity lights the way for the people we support. There are many meaningful ways to make a difference—join us at one of our fun special events, become a monthly donor, remember the Foundation in your estate plans, or, if eligible, make a gift through the Required Minimum Distribution of your retirement accounts. Every act of kindness opens doors to opportunity and enriches the quality of life for individuals served by the Partners For Quality family of agencies. Your support also fuels the Difference Maker Grant fund, which directly changes lives in truly profound ways. We are grateful for every act of kindness and generosity.

Scan the QR code to make a difference today!



Clockwise, from bottom left: Celebrate the Season Holiday Party; Difference Maker Grant recipient Ebony; Celebrity Bartender Fundraiser; Bob Pompeani Golf Classic



Allegheny Children's Initiative

Sensory Friendly Lending Library

Allegheny Children's Initiative (ACI) has expanded its support for children with behavioral and developmental needs through the creation of a Sensory-Friendly Lending Library, made possible by a generous grant from the WOMEN of Southwestern PA. The new library includes both a stationary collection at ACI's South Side offices and mobile sensory kits clinicians take directly into homes and community settings. These kits contain noise cancelling headphones, weighted blankets and vests, sound machines and a variety of fidget and soothing tools that children and families can try before purchasing.

This initiative reflects ACI's mission to meet children where they are—literally and emotionally—while helping families navigate the complexities of behavioral health needs. "We're incredibly grateful to the WOMEN of Southwestern PA for making this possible," said Lisa Lizun, Executive Director of ACI. "Sensory supports can be lifechanging for a child, but they're also expensive. This lending library ensures families can explore what works before investing, and it gives our clinicians powerful tools to enhance care in the home."

Supporting Complex Behavioral Health Needs

Intensive Behavioral Health Services (IBHS) is a home, school and community-based behavioral health program designed to support children and adolescents with complex behavioral, emotional or developmental needs. The goal is to help children build skills, reduce challenging behaviors, strengthen emotional regulation and improve daily functioning through consistent, personalized family centered care.

Through a targeted and sustained recruitment effort, ACI has successfully strengthened its IBHS team, adding six full-time clinicians dedicated to serving youth with complex behavioral and developmental needs.

"Watching this program grow has been incredibly inspiring," said Daisy Perez, Director of IBHS. "Every new clinician we bring on means more children gaining the skills, confidence and emotional support they deserve."





Milestone HCQUs Pediatric Resource Center

Serving Families is a True “Blessing”

Milestone’s Health Care Quality Units (HCQU) serve several western Pennsylvania counties by providing training to developmental disability providers, thus setting the standard for care.

The Milestone HCQUs have also introduced Pediatric Resource Centers to their toolbox. These Resource Centers help providers, families and caregivers navigate the non-medical aspects of caring for children with complex medical needs by fostering communication, providing education and connecting families to community resources.

“The Pediatric Complex Care Resource Centers were created to help meet the needs of families with children that are medically complex that live in the community or congregate care settings,” explained Natalie Symons, RN, Director of Milestone HCQU West. “Sometimes we help them sign up for services, locate nursing care, or navigate the medical system. Sometimes we help a child live at home again after being separated for years. In whatever way we are asked to assist, it is a blessing to be able to serve these families.”

For more information, please visit MilestonePA.org/health-care-quality-units



Citizen Care Life Sharing

Opening Homes and Hearts

Since its inception in December of 2023, Citizen Care’s Life Sharing program has grown by leaps and bounds.

Life Sharing is a unique and meaningful program where individuals or families open their homes and hearts to a person with an intellectual disability, autism or medically complex condition. Together, they create a shared, supportive living experience that feels like family.

As of March 1, 2026, Citizen Care supports 43 children with medical complexities and nine adults in the Life Sharing program.

This program is about more than just providing a place to live — it’s about building lasting relationships, sharing everyday moments, and growing together. Life Sharing offers a rewarding opportunity for compassionate people to help others thrive by supporting their interests, celebrating successes, and navigating life’s challenges side by side.

Read our Life Sharing spotlights at CitizenCarePA.org



“Life sharing has been truly life-changing for our family. Having the ability to stay home with John, provide the care he needs and ease the financial burden has been a blessing.”

– Paula, John’s mom and Life Sharing provider



Milestone Partners with Creative Citizens Studio

For 12 weeks in the spring of 2025, a group of people supported by Milestone set out on a journey of imagination with Creative Citizens Studio (CCS). CCS uses art to bring people of all abilities together by working with artists with intellectual and developmental disabilities to make, exhibit and sell their work. What began as a simple series of art classes grew into a collaborative experience of confidence-building and creative expression.

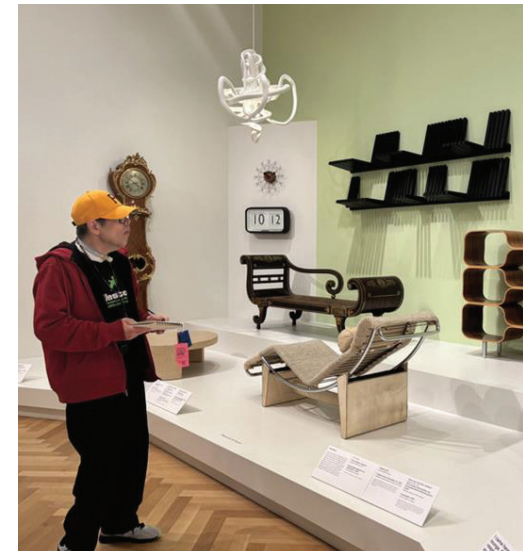
Supported by funding from a Difference Maker Grant from the Partners For Quality Foundation, each week, the class met at the Carnegie Museum of Natural History surrounded by history, art and artifacts. Each person carried a sketchbook, encouraged by CCS instructor Katy to pause wherever inspiration struck. Some sketched ancient creatures, others drew delicate fossils, dramatic displays or small details that moved them. In those quiet moments of observation, each artist found their own unique connection to the world around them.

Back in the studio, those sketches blossomed into full works of art. The group experimented with paint, collage, and even created their own three-dimensional dioramas inspired by what they saw. Museum scenes were reimaged through each artist's creativity and perspective.

The culmination of their efforts was a community art show, where family, staff and neighbors gathered to celebrate the artists' achievements. Proudly displayed, each piece told a story—not only of the museum visit, but of personal growth, artistic discovery and the joy of being seen and celebrated.

For the artists, it wasn't just an exhibition. It was a moment of belonging and accomplishment. And for Milestone and Creative Citizens Studio, it was a powerful reminder of what becomes possible when accessibility and imagination come together.

“The art show was more than a display of beautiful work — it was a celebration of the courage, creativity and growth we witnessed throughout the entire program,” said Paula Fischer, Director of Day Programs at Milestone. “Watching each artist reminded me why creating opportunities for expression matters so deeply.”



Citizen Care Voices for Change

Never Stop Advocating

Voices for Change is a group of passionate self-advocates, comprised of persons supported by Citizen Care and supported by Citizen Care staff. Its mission is to advocate positive change for all persons receiving services from Citizen Care.

Not only does Voices for Change provide training and education to Citizen Care staff and people supported, but its members are also active throughout the state.

Voices for Change meets with legislators each year during Capitol Day, presents at the annual Everyday Lives Conference and is active each year at the PAR Conference. PAR (Pennsylvania Advocacy and Resources for Autism and Intellectual Disabilities) is a statewide advocacy agency fighting for organizations like the Partners For Quality family of agencies.

Voices for Change also hosts wellness events, cookouts and other activities for fellow people supported.



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Consolidated Statements of Activities of Partners for Quality and All Subsidiaries

Revenue	
Allegheny Children's Initiative	2,766,594
Citizen Care	36,867,351
Exceptional Adventures	132,305
Milestone Centers	23,253,248
Partners for Quality Foundation	1,543,979
Partners for Quality	6,144,830

Total Revenue 70,749,765

Expenses	
Allegheny Children's Initiative	3,213,393
Citizen Care	36,521,759
Exceptional Adventures	155,511
Milestone Centers	21,771,785
Partners for Quality Foundation	1,038,792
Partners for Quality	6,144,694

Total Expenses 68,844,934

**Fiscal Year
2023-2024**

Consolidated Statements of Activities of Partners for Quality and All Subsidiaries

Revenue	
Allegheny Children's Initiative	2,558,803
Citizen Care	43,348,573
Exceptional Adventures	147,031
Milestone Centers	24,851,985
Partners for Quality Foundation	1,398,317
Partners for Quality	5,875,536

Total Revenue 78,180,245

Expenses	
Allegheny Children's Initiative	3,300,233
Citizen Care	37,143,660
Exceptional Adventures	237,041
Milestone Centers	22,177,733
Partners for Quality Foundation	601,534
Partners for Quality	5,875,669

Total Expenses 69,335,870

**Fiscal Year
2024-2025**

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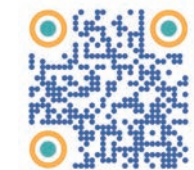
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