

How we helped DC citizens with disabilities overcome great obstacles and realize their dreams in 2009.



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With Quality Trust

Dear Friends:

I am pleased to share Quality Trust's Annual Report for 2009. **It has been another year of challenge and accomplishment in our work to champion the rights of people with developmental disabilities, make sure their voices are heard and see that their interests are protected and advanced.** This report gives you a snapshot of how Quality Trust makes a difference in the lives of the people we meet and represent.



The stories illustrate the struggles and triumphs of the people with developmental disabilities in DC. They tell of the wide range of people we support and the ways that we help. **We work with children and youth to ensure opportunities for learning and growth are not lost. We work with adults to ensure dreams and desires are respected. And we work**

with families to ensure they remain strong in their advocacy and support on behalf of their family members with disabilities.

While we are involved in many activities, our efforts are focused and coordinated through our "advocacy" to make more opportunities and better outcomes available to the people with developmental disabilities who depend on our assistance.

Quality Trust listens to people and the people who know them best (families and friends). **We measure success by the names and numbers of people who have better lives because we worked together.** Many thanks for your caring, your partnership and your support!

Tina M. Campanella
Executive Director

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Our vision is to ensure people...

- are fully respected and acknowledged;
- receive the support and service needed to live safe, healthy lives;
- have a multitude of opportunities to get involved and contribute.

We want you to join us in affirming that people with developmental disabilities are an important part of our community and deserve every opportunity possible to grow, thrive and contribute as fellow citizens.

At Quality Trust, Advocacy, Monitoring, Legal Education and Advocacy, and Family EMPOWERment Center teams work with people with developmental disabilities to change what happens person by person, within organizations and throughout our community so people can live safe, healthy, and fulfilling lives.

Without Quality Trust...

Who would advocate for people with disabilities and their families?

Quality Trust Advocates help people achieve their personal goals. Advocates step in to make sure problems receive serious attention in any area of life — like housing, independent living, medical attention, job readiness, and transportation. Quality Trust Advocates spread the word that anything is possible with support.



WITHOUT QUALITY TRUST, Ronald and his family wouldn't have known why his leg was amputated.

Ronald, a 59 year-old citizen of Puerto Rico, is now a District resident. He lives with his family and receives DC supports. He is a Polio survivor with diabetes, an ulcer on his foot and other developmental disabilities. The ulcer was infected and his doctor recommended amputation of his leg.

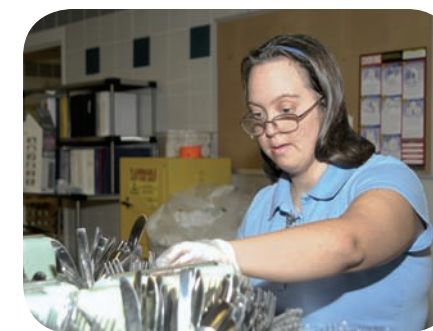
Since Spanish is his first language, a Family EMPOWERment Center Family Navigator was called in to support Ronald. His family was concerned and confused and did not understand why Ronald might have to have his leg amputated.

The Family Navigator stepped in, gained their trust, and helped everyone learn more about Ronald's medical and housing problems. As a result, Ronald did not have his leg amputated and is happy to be still at home working to improve his health with the support of his family.

Family EMPOWERment Center

The Family EMPOWERment Center is there for families at the most pressing times. We provide family navigation, connections, information, and support for families who have a member with developmental disabilities.

- **Sib Shops** - support groups for siblings of people with disabilities
- **Parent-to-Parent Connection** - a parent support and information sharing group
- **Family Friends DC** - volunteer respite for caregivers of people with disabilities
- **Family Assistance in Spanish** - for members of the Latino Community
- **Resource Room** - a one-stop hands-on resource for access to information



WITHOUT QUALITY TRUST, Sharon wouldn't have gotten a job.

Quality Trust Advocacy, team work, and self determination have equaled employment for Sharon. After losing her job, Sharon was

extremely disappointed and very determined to find another job. The Quality Trust Advocate met with Sharon to discuss ideas for getting employed. Together they found a job fair offering new opportunities. Sharon went to the fair, was interviewed, and then hired. She's been back at work since November, with occasional check-ins with her Advocate. Now Sharon says, "I love my job and I am very proud of it. I have worked hard to get here."

FAST STAT

Over 977 people touched through advocacy and the Family EMPOWERment Center



WITHOUT QUALITY TRUST, Aleta couldn't use the computer.

When sixteen year-old Aleta came to the Resource Room, she wasn't speaking and didn't use her hands. Her previous

attempts to use a computer in the school library did not work out well. In the Family EMPOWERment Center Resource Room, we helped Aleta start using the Touch Screen Monitor. Now, she uses both hands on the keyboard and the mouse in addition to the touch screen. And one day, Aleta really surprised everyone by saying the word "bear!" Now, we are looking forward to her next surprise.

Personalized Support

Quality Trust's **Personal Support Facilitation** provides people with developmental disabilities who have resources with the extra support and assistance they need to achieve personal goals, accomplish important daily tasks, and fully engage in their community. Trustees and families use Personal Support Facilitation to make the most of opportunities and ensure success for the people they care about.

Youth Assistance

Quality Trust steps in to help when it is time for maturing youth with disabilities to move from school to adulthood. Quality Trust uses its knowledge of services and legal rights to help youth and their families navigate the complex system of programs and benefits. We ensure everyone has the knowledge needed to find the right opportunities for the future.

In partnership with the HSC Foundation, Quality Trust uses the **LEAP Award Program** to provide young people age 14-26 the assistance to make meaningful transitions to next steps in life. The awards cover many things, including technical training, music lessons, college tuition, job programs, computers, work clothing, and specialized equipment.

Without Quality Trust...

Who would monitor the service providers who support people with disabilities?

Quality Trust exists to ensure that people with developmental disabilities get respected, are treated with dignity, and live life on their own terms. We take this job seriously. We designed our monitoring process to meet all best practice and scientific standards of excellence.

Quality Trust Monitors collect information on how people live through personal interviews, reviewing and analyzing documentation and records — and then making sure that information is shared with the people who can make the changes to make lives better.

We consider the person's perspective to be the cornerstone of our process — after all, it's often the little things that are important to each one of us that make life good and most meaningful. We begin our assessment by working with each person so that this unique perspective is captured.



WITHOUT QUALITY TRUST, Carol wouldn't be safe.

When we met Carol she had been living in the same group home for many years. She was living in a second-floor bedroom even though she could not use the stairs without a lot of assistance. Over the years she has fallen down the stairs on several occasions, requiring hospitalization. When the Quality Trust Monitoring team completed their on-site visit and monitoring review, they recommended changes be made — and quickly, because Carol's safety was at stake! Carol has been visiting other homes that are better matched to her physical needs. Quality Trust will track what happens for Carol until she makes a choice about a new home, has made her move, and is in a safer place.

Quality Trust provides independent analysis of how well policies are followed and if they are effective. We have a database of incidents and investigations so we can look at trends and see the "big picture!" Quality Trust looks at the timeliness and thoroughness of the investigations, and makes sure changes are made.

Quality Trust is working with the Evans Court Monitor to prepare for assuming greater monitoring responsibility in the future. Collaboration includes merging monitoring tools, methodologies, assessments, and analysis of what's happening to people. Quality Trust remains a strong, independent assessor with a track record and sound methodology.

FAST STATS

228 individuals monitored/reviewed for the public to provide greater transparency
1,157 serious reportable incidents reviewed

Who would provide legal education and advocacy to ensure and advance rights?

Quality Trust works to ensure that people with developmental disabilities are given full opportunity to make decisions about their own lives. We talk with families, workers, and others to provide guidance on how to ensure that the person is at the heart of the process of decision-making. We also get involved in court proceedings relating to guardianship, commitment, and other legal matters to make sure each person's voice is heard.

WITHOUT QUALITY TRUST, Donald couldn't retain his legal independence.

A mother contacted us to report that her landlord was insisting she obtain guardianship of her 19-year-old son, who has an intellectual disability. Quality Trust lawyers met with Joan and her son Donald to provide legal advice on their rights and on alternatives to guardianship. They helped Joan work with the landlord. Ultimately, with Quality Trust guidance, Joan resolved the matter with her landlord. Joan and Donald remained in their apartment, and Donald retained his legal independence.



FAST STATS

104 individual legal cases
256 people provided advice and referrals

Evans Litigation in the District of Columbia

The Evans lawsuit was filed in 1976 to enforce the constitutional rights of the residents of Forest Haven and is still ongoing.

Quality Trust has a unique advocacy role supporting people with developmental disabilities in DC and working with many other advocates including the parties to the ongoing Evans v. Fenty litigation. Quality Trust closely monitors the developments in this class action lawsuit and provides an independent voice and perspective about what improvements are needed. In 2009, Quality Trust filed an amicus (friend of the court) brief in the case, weighing in on the remedy for the District's repeated violation of existing court orders in the areas of health, safety, and welfare. Quality Trust will be the independent monitor when the court case is concluded.



Without Quality Trust...

Who would outreach to and educate our community?

Quality Trust promotes community collaboration:

- By sponsoring an annual **Developmental Disabilities Awareness Celebration** each March
- By convening our members, their families, and our disability partners in the community at the **Quality Trust Annual Meeting**
- By linking community workers to expertise through the 3rd **Annual Disability Support Professionals Conference**
- By serving as state coordinator for **KIN DC State Action Team** — a national advocacy network for family support
- By participating in **Project Peer!** — a DC grant project through the Department of Justice addressing violence against women with disabilities
- By supporting **Project ACTION!** to facilitate their mission of expanding the number of advocates in the developmental disabilities community
- By co-chairing the local efforts for the **National Alliance for Full Participation**

Board of Directors (2008-2009)

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Easter Seals Project ACTION and the National Center on Senior Transportation*

Without You...

Quality Trust loses its voice to make things right.

Over the last eight years, Quality Trust has introduced high standards of inclusion and care into the District of Columbia. Quality Trust is steadfast in its advocacy and in making the voice for people with developmental disabilities heard in our community.

There are just two years to go in lawsuit payments that sustain Quality Trust. What we will continue to achieve depends on our partnership with our community of support. Thank you for your generosity and impact on our programs. Thank you for supporting the Quality Trust mission and people with developmental disabilities.

The facts are that people depend on our support. Families need our direct service, emergency funds, and training. Their need to identify resources only gets greater when times get tough.

Your support matters. You only have to see our new website, videos, and ads to recognize how much the gifts and pro-bono expertise from RAFFA PC, 5 o'clock films, and Orange Square mean to us. Untold hours of legal support from Crowell & Moring LLP made legal briefs possible to address long standing systematic problems.



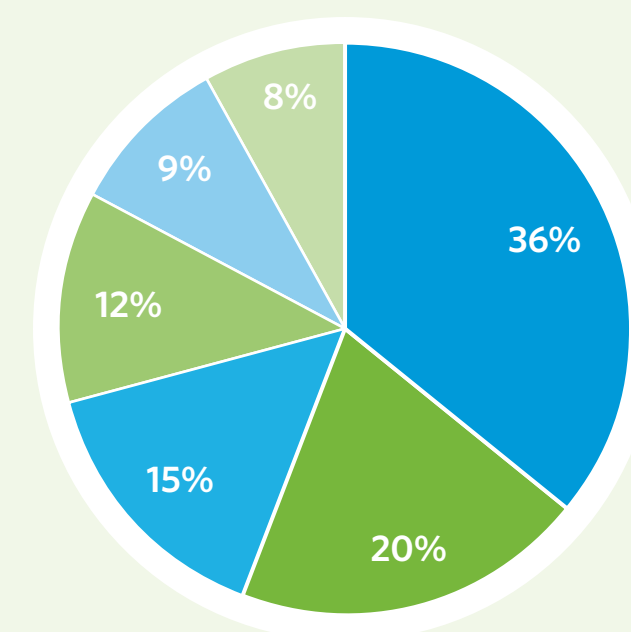
In 2009, Quality Trust established a Development Committee to focus attention on making new friends and donors. We thank Heather McCabe for her "Party with a Purpose" and Myrna Fawcett for her generosity and community support.

The Family EMPOWERment Center Holiday Celebrations covering Thanksgiving and the end-of-year holidays demonstrated the caring of our neighbors at Akridge, the Inter-American Development Bank, Washington Capitals player Mike Green, and many more individuals.

Be assured that we are focused on our mission and solving tough issues. We remain accountable and welcome your inquiries.

Thank you,
Nadine Hathaway CFRE
Director of Development

Program Expenses



- 36% Advocacy
- 20% Family EMPOWERment Center
- 15% Legal
- 12% Monitoring and Outreach
- 9% Fundraising
- 8% Management and General

Financials

2009 Consolidated Statement of Financial Position

Assets

Current Assets:	September 30, 2009
Cash	\$1,628,411
Pledges Receivable	1,735,416
Grants Receivable	96,209
Accrued Interest and Dividends	36,123
Prepaid Expenses	64,458
Other Current Assets	0
Total Current Assets	\$3,560,617

Property and Equipment:

Equipment	\$38,109
Furniture	77,880
Computer Equipment	190,536
	\$306,525
Less Accumulated Depreciation	-234,081
Net Fixed Assets	\$72,444

Other Assets:

Investments	\$16,612,950
Pledge Receivable - Long Term	3,727,413
Deposits	51,556
Total Other Assets	\$20,391,919

Total Assets \$24,024,980

Liabilities and Net Assets

Current Liabilities:

Accounts Payable and Accrued Liabilities	\$23,348
Accrued Salaries and Related Benefits	173,292
Deferred Revenue	15,663
Deferred Rent	15,723
Total Current Liabilities	\$228,026

Net Assets:

Unrestricted	\$3,222,985
Temporarily Restricted	20,573,969
Total Net Assets	\$23,796,954

Total Liabilities and Net Assets \$24,024,980

Statement of Activities

Twelve months ended September 31, 2009

Revenues:

Contributions and Grants	\$275,066
Interest and Dividends	430,199
Rent Reimbursement	72,000
Other Revenue	159,368
Total revenues	\$936,633

Expenses:

Personnel Compensation and Benefits	\$2,545,318
Occupancy	273,759
Consulting Fees	344,854
Events and Training Activities	48,524
Other	596,870
Total Expenses	\$3,809,325

Change in Net Assets (\$1,919,489)

Net Assets at Beginning of Period \$25,716,443

Net Assets at September 30, 2009 \$23,796,954

Quality Trust engages the Accounting Firm of
Gelman, Rosenberg & Freedman
4550 Montgomery Avenue, Bethesda, MD 20814

Thank You Donors!

Quality Trust Fiscal Year: October 1, 2008 - September 30, 2009

Individuals

Anonymous (5)
Elver Ariza
Kelly Bagby
Allan J. Berman
Diane M. Brenneman
Vernessa Broddie
Walter and Carole Brown
Jody Morelli Burdell
Anne B. Cammack
Elizabeth Cammack
Tina Campanella
Vincent Campanella
Joan Christopher
Phyllis Copeland
Sondra Cunningham
Karen L. Davis
Hugo DeCesaris
Donald L. Dell
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Myrna Fawcett
Richard Ferrin
Toya Randi Fisher
Christine Foster
Prakash Gavri
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Nadine Hathaway
Douglas Heffner
Charles W. Henstenburg
Edna Holton
Phyllis Holton
LaShaun Hunter
Eric L. Johnson
Eileen Kelly
Robyn L. King
Rebecca Klemm
Veronique Korin
James Lethbridge
Erin Leveton
Dennis Lewis
Heather McCabe
Iden McCollum
Gwendolyn B. Means
Margit Meissner
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Moncure Family
Chigor Ndukwe
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Rhoda McLeese Smith
Kristina Southerly
Barbara Stewart
Linda and Joseph Stewart
Ricardo Thornton
Mercedes Vinciguerra
Karen and Michael Wolf-Branigin

United Way/CFC

Anonymous (3)
Tina Campanella
Toya Randi Fisher
Nadine Hathaway
Donna Holt
Edna Holton
Chigor Ndukwe
Victor Robinson

Foundations

William S. Abell Foundation
The Max and Victoria
Dreyfus Foundation
The HSC Foundation
The Viragh Family Foundation

Government

The Administration on
Developmental Disabilities

Corporations/Community Organizations

The John Akridge Company
The Boeing Company
Costco Wholesale
Embassy Suites
Hunton & Williams, LLP employees
Inter-American Development Bank
Jones Lang LaSalle
Orange Square, Inc.
Rotary Club of Washington
RAFFA, P.C.
Safeway Inc.
UPS
Washington Capitals

Action Donation Services

2 vehicles

Sha'Nee Lauren Dougherty Memorial Fund

Elver Ariza
Allan Berman
Vernessa Broddie
Nadine Hathaway
Phyllis Holton
Veronique Korin
Jenise Ross
Lisa Schauf
Mercedes Vinciguerra

Honorary

Tina Campanella for
The Quality Trust Leadership Team
Vincent Donald Russo for
William F. Campanella

Pro Bono Services

Crowell & Moring LLP
RAFFA, P.C.

In Kind

The John Akridge Company
Tina Campanella
Embassy Suites Hotel-Chevy Chase
Mike Green
Prakash Gavri
Nadine Hathaway
Inter-American Development Bank
Veronique Korin
Erin Leveton
Heather McCabe
Victor Robinson
Rhoda Schulzinger
Kristina Southerly
UPS Company
Washington Capitals

Direct Support Professionals Conference Underwriters

Art & Drama Therapy Institute, Inc.
Careco, Inc.
DC Healthcare, Inc.
Individual Development Inc.
Kennedy Institute of CCS
My Own Place
Multi-Therapeutic Services
New Vision Photography
RCM of Washington
St. John's Community
Wholistic Services, Inc.

Development Committee

Bob Dinerstein
Myrna Fawcett
Heather McCabe
Afroze Mohammed
Ricardo Thornton

Finance Committee

Robert Dinerstein
Marty Ford
Clark Madigan
Rebecca Salon

Volunteers: Family Friends DC

Zola Mae Bowens
Dorothy Brown
Mary P. Day
Renee Dennis
Sandra Edwards
Gwendolyn Means
Phyllis Perry
Loretta Spears
Dresmudean Staten
Helen Thomas
Mary Turner

Quality Trust is very grateful for each and every donation, and works to ensure accuracy in maintaining our records. If you are listed in error, please contact Nadine Hathaway, director of development at (202) 448-1445.

#9339

United Way Campaign

#8457

CVA Campaign

#33317

Combined Federal Campaign

