



The Treatment and Learning Centers

TLC

a family of services where caring comes first

THE TREATMENT AND LEARNING CENTERS ANNUAL REPORT

2019

IMPROVING LIVES
EXPANDING POSSIBILITIES
FOR INDIVIDUALS WITH
SPECIAL NEEDS

The Treatment and Learning Centers
2092 Gaither Road
Suite 100
Rockville, MD 20850

Phone: (301) 424-5200
www.ttlc.org



MESSAGE FROM THE EXECUTIVE DIRECTOR

•

Patricia Ritter, PhD, CCC-SLP



With excitement and pride, we think about TLC's 69th year, fulfilling our vision of being a highly visible, quality leading-edge organization with strong collaborative and advocacy relationships and plentiful resources. We have not only fulfilled our vision, we exceeded expectations. Exceeding expectations can only happen with a dedicated community full of individuals with determination, grit, commitment, and passion; the energy in the air at TLC is palpable, and we feel so proud to be a part of a community dedicated to our mission of improving lives and expanding possibilities for individuals with special needs.

This last year was an active year for all of our family of services, from our board, to our faculty and staff; together, the entire community provided the highest quality therapy, education, community support and care possible, through collaboration, partnerships and relationships, and fundraising. TLC experienced another strong financial year in 2019, strengthening our financial position by having staff who live the vision and mission, and a donor community that believes in our work and wants to make a difference with us.

We continued to raise the visibility of our organization to increase awareness of the services we offer to the community. In 2019, the TLC website was completely redone, and we revealed a more modern, cohesive, and comprehensive website. TLC hosted Yumi Hogan, the First Lady of the State of Maryland, and Carol A. Beatty, Secretary of Disabilities, Office of Secretary Department of Disabilities, at The Katherine Thomas School (KTS), where students showcased their artistic talents. The Mattie J.T. Stepanek Foundation named KTS a "Peace-Certified School," through the school's organized activities exploring peace and kindness, guided by the wisdom, voice, and presence of Dr. Jeni Stepanek. TLC partnered with Metropolitan Ballet for their production of "The Nutcracker Suite" for a special sensory performance. Our Outpatient Departments presented community workshops at various schools and organizations throughout the community, including The Harbor School, Geneva Day School, Washington Episcopal School, Green Acres School, St. Columba's Nursery School, and The Speech and Hearing Discussion Group (a local grassroot group of over 100 speech-language pathologists).



TLC's Testing, Tutoring, and Counseling Service unveiled a new service, TLC Online Plus Tutoring, increasing flexibility and accessibility for individuals with tutoring needs. The Family Hearing Center continues to provide support to the residents of Ingleside at King Farm and Asbury Methodist Village. The Outcomes Service offered two new programs to increase employment possibilities for our current and future participants: 1) Certificate in Customer Service; and 2) Pre-Employment Transition Services (Pre-ETS) courses. The Outcomes Service held a panel-style employee recognition event, recognizing employers who work with individuals with disabilities, while providing unique insights and experiences. We remain active members of The Rockville and Gaithersburg Chamber of Commerce, and TLC staff hold essential roles in around 50 organizations, committees, and commissions collaborating with individuals and organizations to advocate for the individuals we serve.

TLC and our incredible staff were recognized in the community for going above and beyond. Outcomes Adult Service Director of Vocational Services and Quality Assurance Karen Morgret was selected by MD Works as the "Transitional Professional" of the Year. Karen was also awarded the "MRA Administration Award" by the Maryland Rehabilitation Association.

We received our 8th accreditation from Commission on Accreditation for Rehabilitative Facilities (CARF) with positive feedback and accolades about our board, staff, and programming. Outcomes continues to provide essential services and classes to help our participants find and keep jobs, including a certificate in customer service, several Pre-Employment Transition courses, and job fair/interviewing opportunities.

We have had an incredible year in Development, thanks to our philanthropic and generous supporters! We raised nearly \$1.2 million dollars for our Raise the Roof Campaign, surpassing the initial goal of \$600,000! Raise the Roof provided much-needed infrastructure fixes to the Katherine Thomas School, including but not limited to the roof, flooring, windows, and parking lot. The original budget was projected to cost \$600,000 to complete projects, but due to more identified needs as projects progressed, anticipated costs increased to over \$900,000 to complete projects. Fortunately, our community responded generously, which allowed us to complete more projects identified during our renovations. Below are some highlights from Raise the Roof:

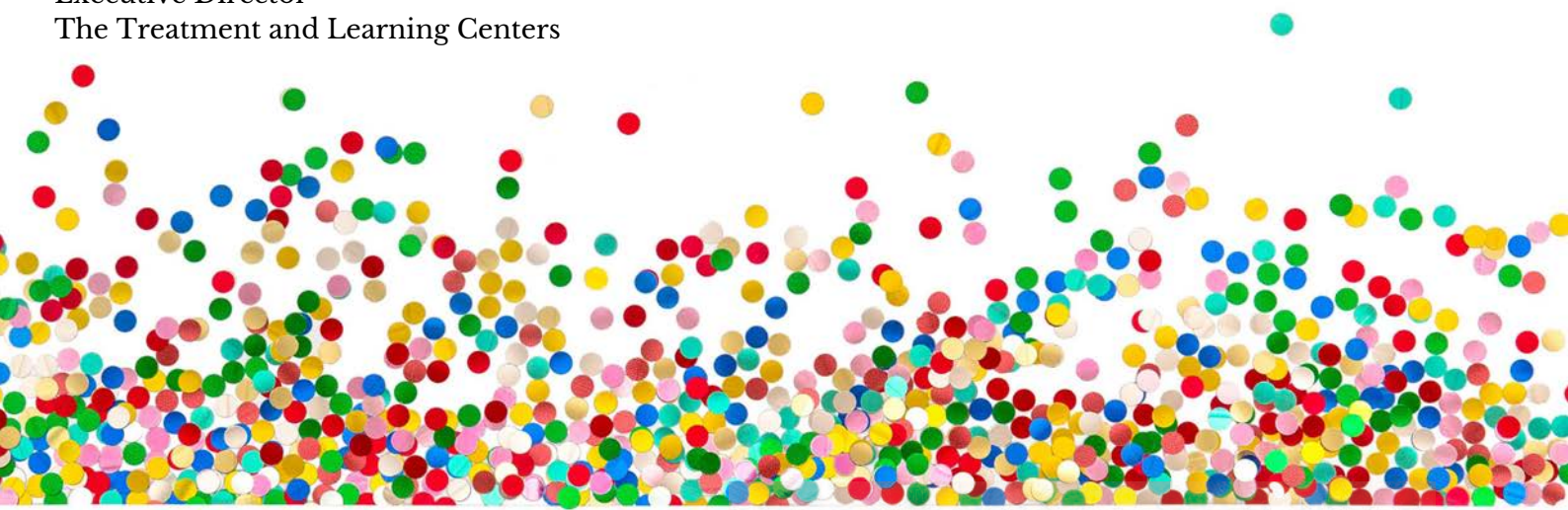
- Secured a \$200,000 state bond
- Two anonymous major donors took us over the top!
- TLC Board Members raising over \$500,000
- TLC employees donated a total of \$18,600

With elation, we announce the date of TLC’s 70th year and KTS’ 25th year combined celebration. Mark your calendars for the evening of November 12, 2020! These are huge milestones and a time to reflect upon the impact our services have had on the individuals we serve. The theme will be “Transforming Dreams,” and the charismatic and Pulitzer Prize-winning host, Ron Suskind, will make the evening even more memorable. Stay-tuned for communications about this amazing event, which will surely be heartwarming and inspirational.

Thank you, TLC community, for continuing to provide steadfast commitment, heart, and hope to those that we serve so they can live their best and brightest future.



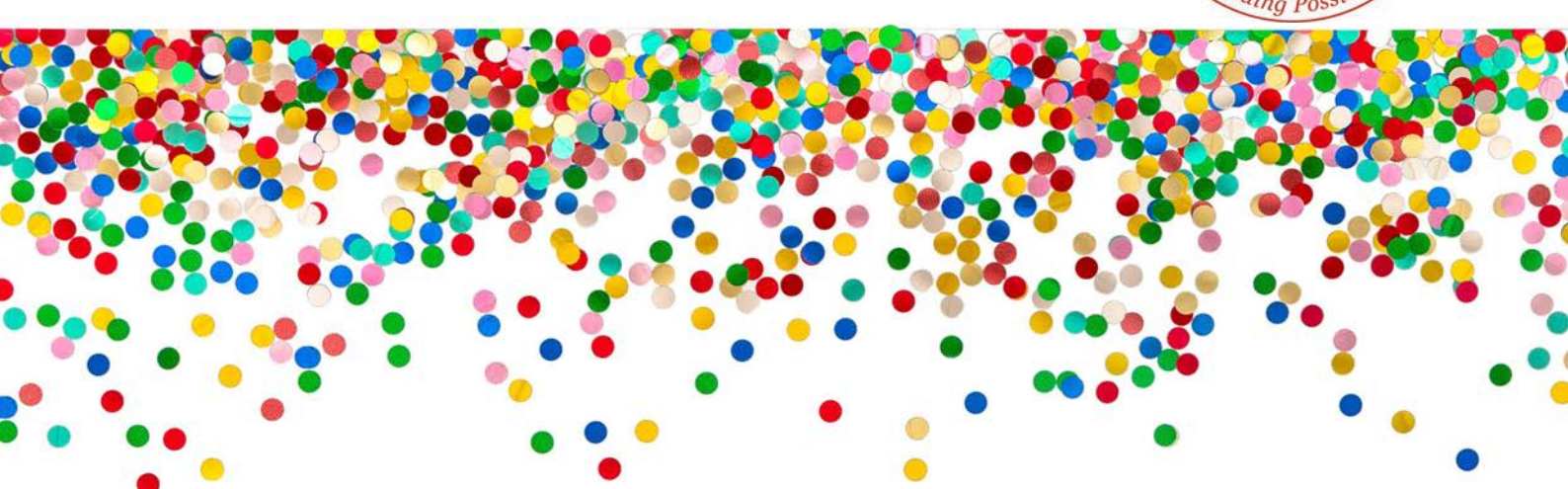
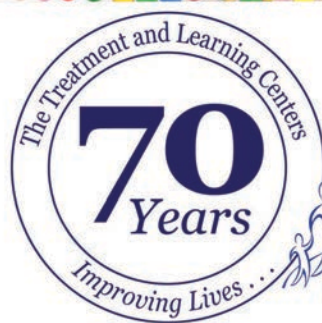
Patricia Ritter, PhD
Executive Director
The Treatment and Learning Centers



Save the Date!

November 12, 2020

#TransformingDreams



THE TREATMENT AND LEARNING CENTERS AT A GLANCE

TLC MISSION



To improve lives and expand possibilities for individuals with special needs.

TLC VISION



To be a highly visible, leading-edge organization with strong collaborative and advocacy relationships and plentiful resources that support quality programs, staff, and facilities for individuals with special needs.

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THE TREATMENT AND LEARNING CENTERS 28TH ANNUAL GOLF CLASSIC

The TLC 28th Annual Classic offered a superb day of golf, food, fun and an opportunity to help individuals in our community.

This incredible tournament has raised more than \$1.2 million to support individuals with disabilities over the last 28 years.



THANK YOU TO OUR GENEROUS SPONSORS



THE TREATMENT AND LEARNING CENTERS

2019 AWARD RECOGNITION

Every year TLC holds a Board of Trustees Annual Dinner, recognizing TLC Champions for exemplary service.



Barry F. Scher Award
Marcia Rohrer



Benefactor of the Year Award
Conrad and Lois Aschenbach



Employer of the Year Award
Walter Reed National Military Medical Center



Outstanding Service Award
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The Richard J. Pavlin Leadership Award
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Team Award
Facilities Planning Task Force



Volunteer of the Year Award
Betty Anne Aschenbach



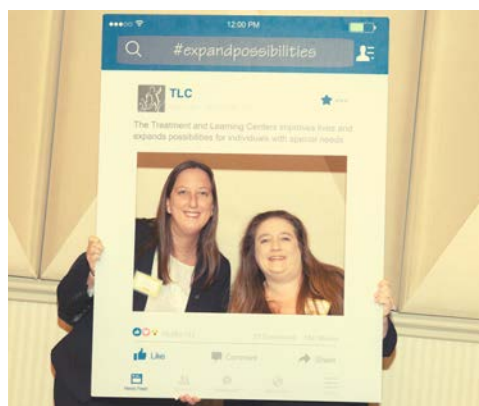
Rotary Club of Montgomery Village (Help Others Hear Donor)
Raymond Panczyk

THE TREATMENT AND LEARNING CENTERS 2019 FALL LUNCHEON



TLC is proud to announce the Champion of our Fall Luncheon, Carol Trawick of the Jim and Carol Trawick Foundation. The Trawick Foundation has been a part of the TLC family since 2008. This year represents their 10th Anniversary of supporting the Help Others Hear program.

Thanks to our sponsors and friends we raised over \$47,000 dollars including the special ask for the Caring Neighbor Fund which helps TLC serve individuals who couldn't otherwise afford services expand their possibilities.





**THE TREATMENT AND
LEARNING CENTERS
LEGACY CLUB**

The Legacy Club for TLC includes individuals who have chosen to include TLC in their estate plans to ensure that future generations will continue to benefit from our programs and services. Your planned gift can help provide free services to families who could not otherwise afford the care they need, staff training to ensure those we serve benefit from the latest approaches, and high-quality facilities for our programs. Let us know if you are going to secure a gift within your estate for TLC. Click here to learn more:

<https://www.ttlc.org/support-tlc/charitable-estate-planning>

Mr. and Mrs. Richard Alper
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THE TREATMENT AND LEARNING CENTERS RAISE THE ROOF

WHY RAISE THE ROOF?

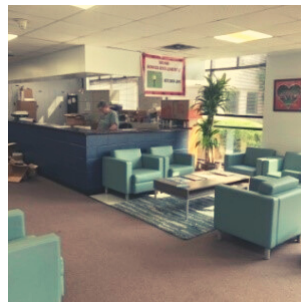
Receiving your support allowed us to address our critical building needs. Your participation helped provide a safe and comfortable place for students to learn, thrive and develop.

GRAND TOTAL



Thanks to you,
**we raised nearly
\$1.2 M** for Raise
the Roof
Campaign

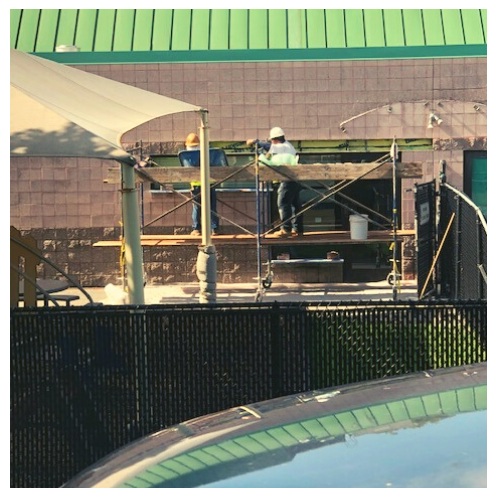
FIRST PHASE



Thanks to donations, we were able to have new flooring, fresh paint, and a new lobby completed in the summer of 2019. There is more to come in 2020, stay tuned!

THE RAISE THE ROOF REPAIRS INCLUDED:

- Complete removal and replacement of roof
- Replace existing carpet in hallways with long lasting rubber tile
- Playground replacement
- Masonry repair for windows and doors
- Replace and Resurface parking lot
- New lobby furniture
- New wall paint and awnings
- New water stations



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TLC is thankful for all of our generous donors. Thanks for making TLC a priority in your charitable giving.



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Please note: Every effort has been made to ensure the accuracy of our lists which includes all giving made during the Raise the Roof campaign. If we have made an error, please accept our apologies and contact Teresa Witt, Director of Development at twitt@ttlc.org. Due to space limitations we were not able to list donors below \$100. TLC is grateful for all our contributions.

THE TREATMENT AND LEARNING CENTERS 2019 TRIBUTE GIFTS

Tribute gifts are a way to recognize friends or family members while demonstrating support for TLC. Each honoree will receive a personalized card as well as the satisfaction of knowing this support helped make a difference. TLC recognizes the below and give thanks to those who made a tribute gift in 2019.

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THE TREATMENT AND LEARNING CENTERS 2019 RAISE THE ROOF

TLC is thankful for all of our generous donors who helped fund the first phase of our KTS capital improvement project. Donor generosity helped KTS students by providing an optimal environment to Learn, Thrive, and Develop.



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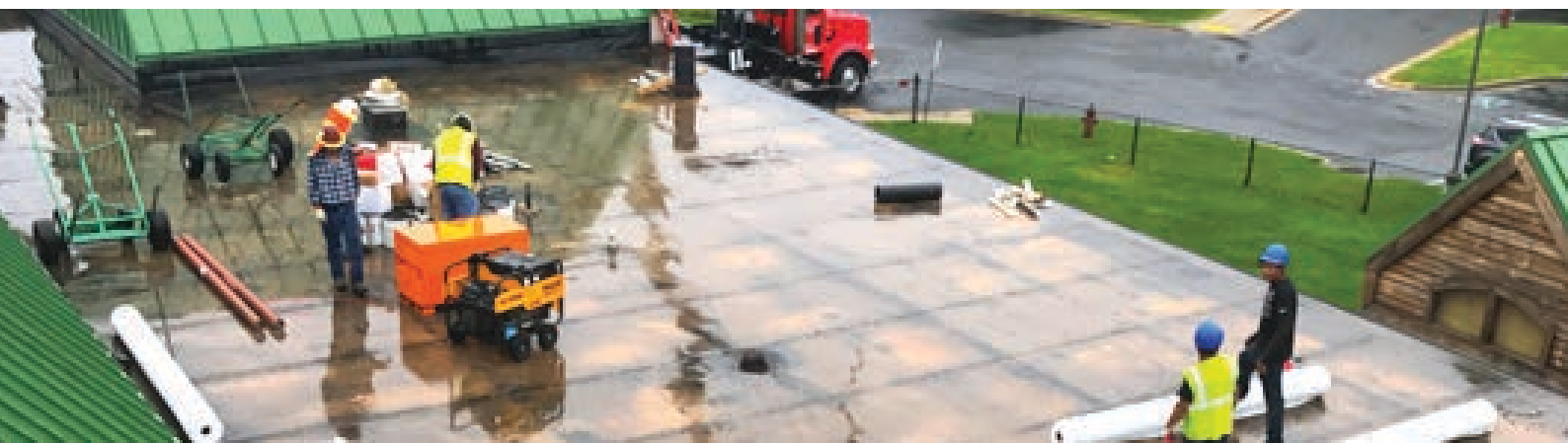
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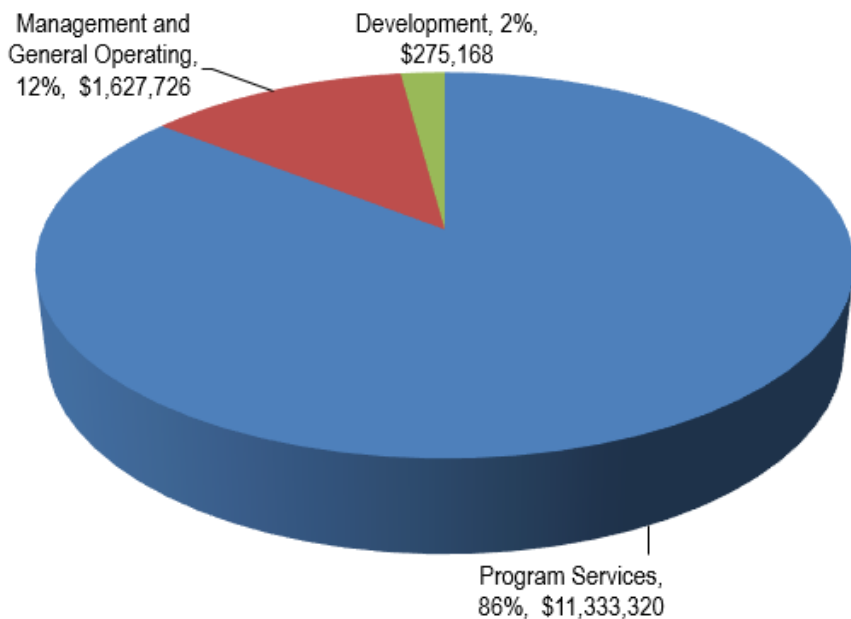
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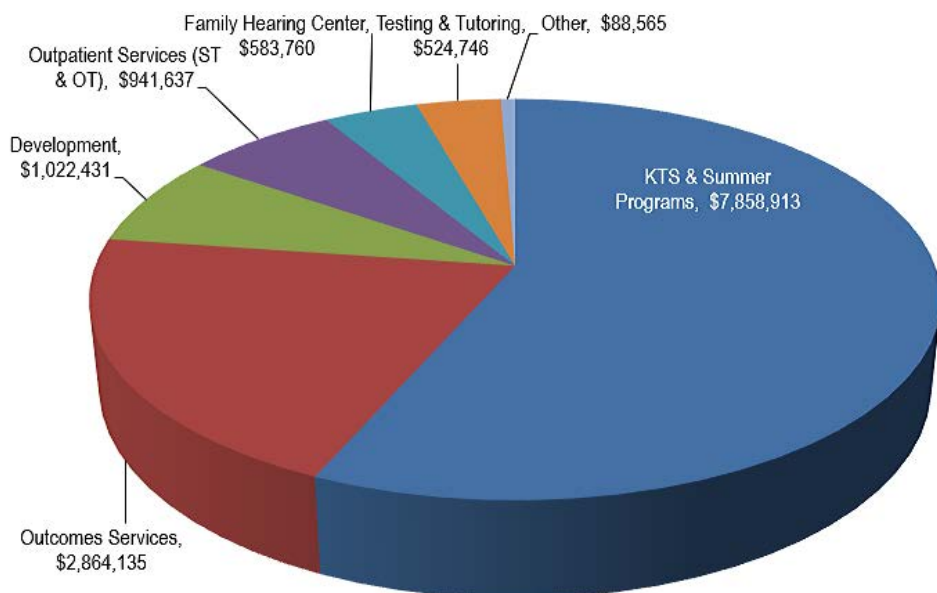
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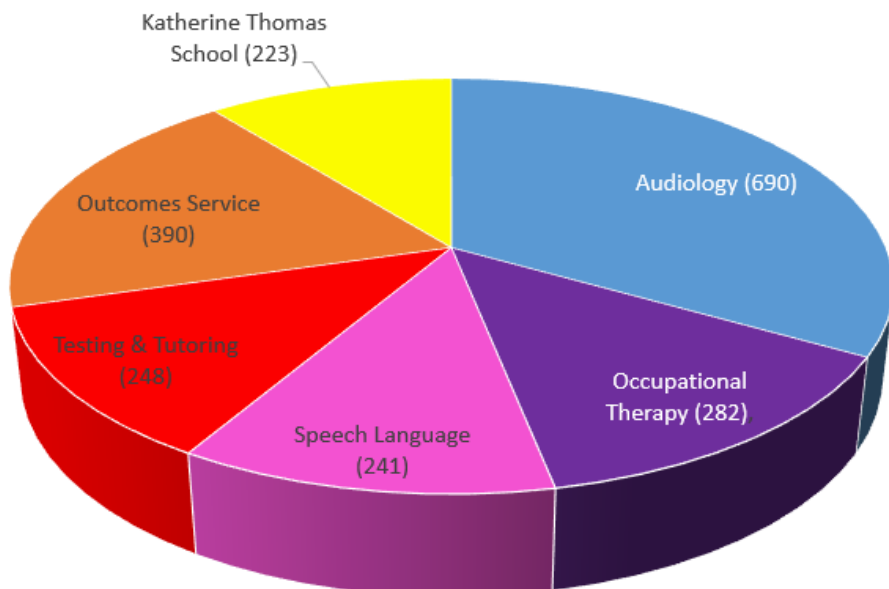
OPERATING EXPENSES



PUBLIC SUPPORT AND REVENUES



WE SERVED A LITTLE OVER 2,000 INDIVIDUALS IN OUR PROGRAMS IN 2019



SELECTED AUDITED FINANCIAL INFORMATION FOR FISCAL YEAR 2019
COMPLETE AUDITED FINANCIALS AND FORM 990 FOR YEAR ENDED JUNE 30, 2019 ARE AVAILABLE ON REQUEST

DON'T JUST TAKE OUR WORD FOR IT...

AT TLC, WE ENCOURAGE THOSE WE SERVE TO LET US KNOW HOW WE ARE DOING. TO PROVIDE OUTSTANDING SERVICE, WE NEED TO HEAR EVERYONE'S VOICE.

"What I liked best about **The Family Hearing Center** is the welcome, the kindness, competence, honesty of (Audiologist), and desire to help me. (Audiologist) worked so well with my 85-year-old mother-in-law while testing her hearing."

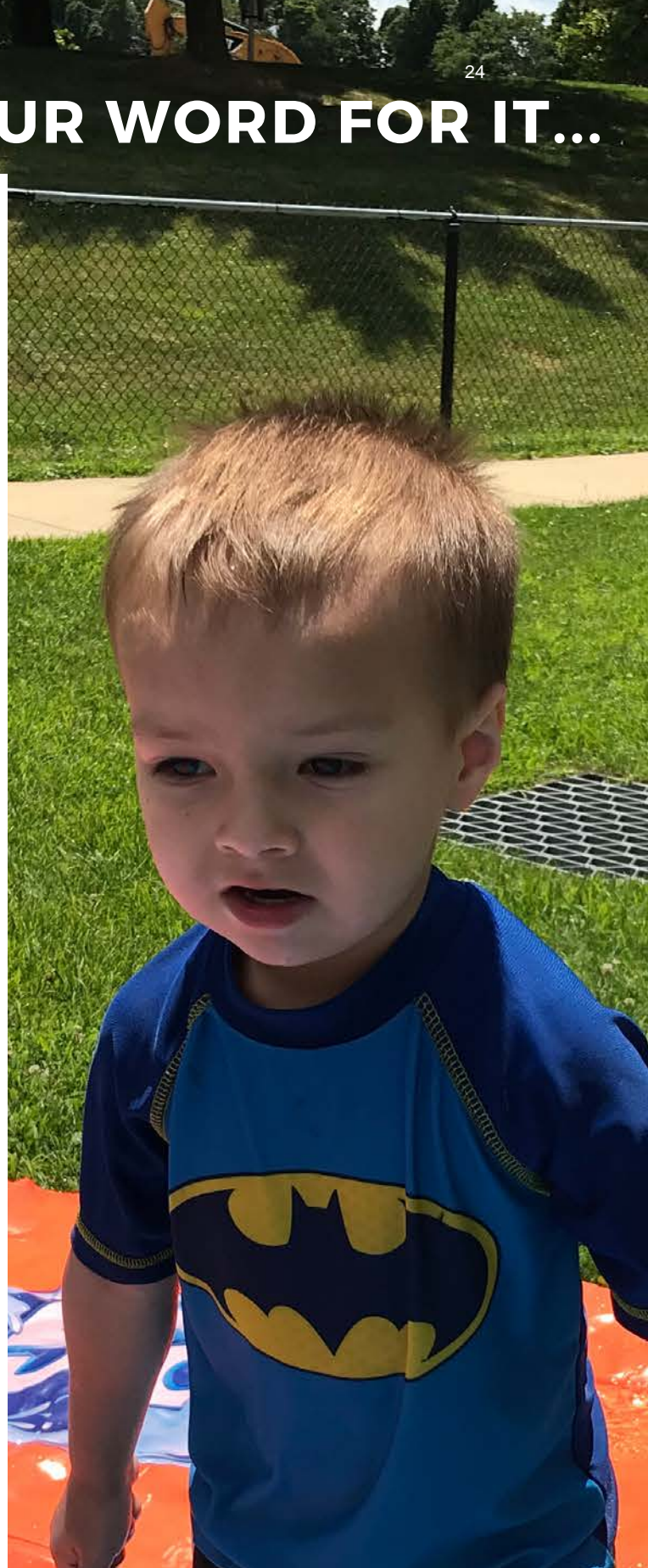
"What I liked best about **Occupational Therapy** is (OT) goes above and beyond to try to create strategies and therapies that address my son's needs, and she is very helpful in so many ways inside and outside of my son's sessions"

"What I liked best about **Speech-Language Pathology** is the staff is incredibly kind, knowledgeable and listens!"

"What I liked best about **Testing, Tutoring, and Counseling** is as a family with our interest in our child's academic future, we were very impressed with the overall friendliness of staff and the professionalism exhibited during each visit."

"What I liked best about **Summer Camp Program**. The number of teachers supporting my child was amazing as well as the small class sizes. The teachers made an emotional connection with my child which made me feel less anxiety about having him in school. Teachers were very responsive to his needs. Benjamin seemed really happy to go to camp and always was happy when I picked him up which is a great sign. The teachers knew his habits and provided a lot of support. Finally at the end of the camp Ben made noticeable improvement in his speech. He was singing and talking a lot more at home which is great."

"We can't thank enough all of the **The Katherine Thomas School** staff. My son has never made so much improvements from his academics to his personal attitude. He went from hating school to asking for an extra year of school to catch up for all the work he has missed."



The Treatment and Learning Centers
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Rockville, MD 20850
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