



The Treatment and Learning Centers

TLC

a family of services where caring comes first

ANNUAL REPORT

2017



The Treatment and Learning Centers
2092 Gaither Road, Suite 100
Rockville, MD 20850
Phone: (301) 424-5200 | www.ttlc.org

Improving Lives
Expanding Possibilities

Executive Director Message

TLC runs strong at the 67-year mark. It is a good time to reflect upon our many recent successes and accomplishments, which could not have been achieved without the dedication and hard work of the entire TLC Community. The passion of every person who strived to improve lives and expand possibilities for individuals with special needs was apparent in all of the achievements, resulting in a fiscal year surplus. Collaboration, community involvement, and taking the initiative to be on the forefront in the special needs field ensured that we remained a strong, reliable, and most importantly, trustworthy source of services and programming to those we serve. We are committed to meeting our core values of providing the highest quality therapy, education, community support and care possible by offering innovative programs that provide a foundation for the achievement of greater personal independence and success for those we serve.

To achieve our vision of being a highly visible, quality leading edge organization with strong collaborative and advocacy relationships and plentiful resources, the board and staff engaged in numerous initiatives and events to address our strategic goals to raise visibility, strengthen, and create new programs. We increased the number of individuals we served and also increased the number of program options available to meet the needs of as many community members as possible. We also addressed our strategic goal of increased resources through fundraising.

Thanks to our generous supporters we had a successful year within philanthropy. We raised over \$600,000 and exceeded our development goals. Of note, 47% of the money raised came from individuals, 25% from corporations and 28% from foundations. Those generous donations helped us support:

- 22 students with scholarships for the Katherine Thomas School (KTS)
- Purchase of a new van to provide services to TLC's Outcomes consumers
- Purchase of new computers and Chromebooks for our high and middle school students
- And many more items such as a new curriculum, gym equipment and staff resources

Without the commitment of TLC Boards, staff, volunteers, and donors, we could not have increased our visibility, strengthened and increased relationships in the community, and grown and expanded our programs to meet the population of those we serve. We are grateful for our TLC Community.



Patricia Ritter, Ph.D.
Executive Director, The Treatment and Learning Centers



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OUR MISSION

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

OUR 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.

Focus on TLC's Family of Services: 2017 Accomplishments

The Katherine Thomas School (KTS)



KTS Lower-Middle School Students

Since its founding in 1995, KTS has earned a solid reputation for providing an exceptional educational experience to students in preschool through 12th grade with language and learning disabilities, autism, intellectual disabilities, &/or other health impairments. Multi-disciplinary teams comprised of special educators, teacher assistants, speech-language pathologists, social workers, occupational therapists, and physical therapists provide our students with a unique blend of educational and therapeutic services while implementing a positive success-orientated curriculum.

2017 Highlights

The Katherine Thomas School...

- Welcomed a new Director of Lower-Middle School Programs, Dr. Nicole Abera.
- Middle and high school students received Chromebooks to support their educational success.
- Welcomed a visit from Maryland Delegate Kathleen Dumais, and she was very impressed by the students and staff.
- High school program hosted slam poet Chris August through a Maryland State Arts Council Artist-in-Residence grant and a partnership with Young Audiences/Arts for Learning. Over the course of five days, students participated in poetry and creative writing workshops to help strengthen communication skills and increase self-awareness.
- High school program expanded its Restaurant Management and Culinary programs, allowing a greater number of students to prepare for future careers and gain skills necessary for independent living. The teaching kitchen underwent a major renovation in the late summer, adding washing stations, commercial stoves, and microwaves.

Outpatient Services



Our services are both therapeutic and fun!

Our clinicians have expertise providing expert, individualized Occupational Therapy, Speech-Language Pathology, and Testing, Tutoring, and Counseling for children of all ages. Each child's therapy is based on a thorough evaluation and individualized treatment plan created by a licensed clinician. Weekly feedback is provided to parents and our clinicians collaborate with outside professional/teachers in support of each child's development. At the core of our program philosophy is the belief that our clinicians treat children, not disabilities.

2017 Highlights

TLC's Outpatient Services...

- Clinicians implemented the new Play And Language Skills Group (PALS) summer groups.
- Director of Testing and Tutoring Service, Dr. Melissa Smith, was featured in a WJLA News 7 story.
- Occupational Therapy Department implemented the webinar "How to Create Sensory Friendly Classrooms" for Autism Speaks.
- Providers were participants in the Montgomery County Infants & Toddlers Resource Fair.
- Speech-Language Department presented a well-attended workshop, "Tips for Encourage Oral Language Development."
- Held successful OT/SLP Screens for preschoolers at St. Andrew's Episcopal Day School, Geneva Day School, and Whole Kids Academy.

Focus on TLC's Family of Services: 2017 Accomplishments

The Family Hearing Center (FHC)



The Family Center Audiologists

Our dedicated audiologists have been providing quality hearing evaluations and hearing aid services to the community since 1961. We serve all ages, from newborn infants to seniors with individualized care in a comfortable, professional, safe and friendly environment.

Our clinical approach to fitting a hearing aid is based on years of research and centers on assessing the needs of our valued patients as well as their hearing and communication difficulties.

2017 Highlights

TLC's Family Hearing Center...

- Continues to experience growth within the Asbury Support Group which meets monthly on the Asbury campus. In addition, staff participated in both a hearing health fair and audio loop day at Asbury Methodist Village to support the community.
- Expanded its' testing services and is now working with VES – Veterans Evaluation Services.
- Expanded hearing aid services by working with Your Hearing Network and individual managed care groups.
- Is continuing with their Help Others Hear program by raising funds from donors. This year FHC fit approximately 20 patients with hearing aids through Help Others Hear.
- Received Top Ratings from Washington Consumers' Checkbook, as well as Healthy Hearing and Yelp. The Family Hearing Center was named "Top Vote Getter" in the category of "Best Audiology Practice" in the 2018 Best of Bethesda Magazine Readers' Poll.

Outcomes Service



TLC Outcomes Staff and Consumer Maggie H

Established in 1986, TLC's Outcomes Service serves a diverse group of adults with disabilities including developmental disabilities, autism, brain injury, other neurological conditions, ADHD, and learning disabilities. TLC's Outcomes Service succeeds in finding our consumers competitive and substantive jobs as well as educational and social opportunities, and provide them with the ongoing supports they need to be successful. The Outcomes Service recognizes each person as an individual with unique abilities and goals.

2017 Highlights

TLC's Outcomes Service...

- Added new programs for transitioning youth: The DORS Pre- Employment Transition Services (Pre-Ets), summer programs, and additional classes.
- Started a new DDA program, Employment Discovery & Customization (ED&C).
- Launched a new employment preparation program in conjunction with KTHS. The 13th year Gateway Program involves a half-day at school and a half-day in Outcomes for students.
- Nominated Maggie H for the MACS Achievement Award due to her efforts to secure employment after having volunteered for the same organization for 12 years.
- Attended the annual Community Service Recognition Reception for Direct Support Professionals and Community Partners. Michele Levine, from the TLC Outcomes Service was honored.

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.*



"(Audiologist) made me feel very **comfortable** right away and explained the process of examination and what to expect during each phase....The most I had hoped was that TLC offers a plan which would allow me to finance the purchase of one aid to replace the one that was lost. That the cost of a PAIR of brand new hearing aids has been covered in so short a time has left me speechless and awed. I am extremely **grateful**. Thank you SO much."



"We love (O.T.)! (Son) has showed much **growth** since working with her and she knows how to help him **overcome** his 'stubborn' days."

"Therapists are very **helpful and very knowledgeable**. It's a **blessing** for our child."

"(Tutor) was very **caring** and went **over and above her job** to make sure my son received the tutoring that he needed."



"Detailed feedback in post-session debrief with (SLP). (SLP) is extremely **competent**, and we're very happy with the service and advice she provides."

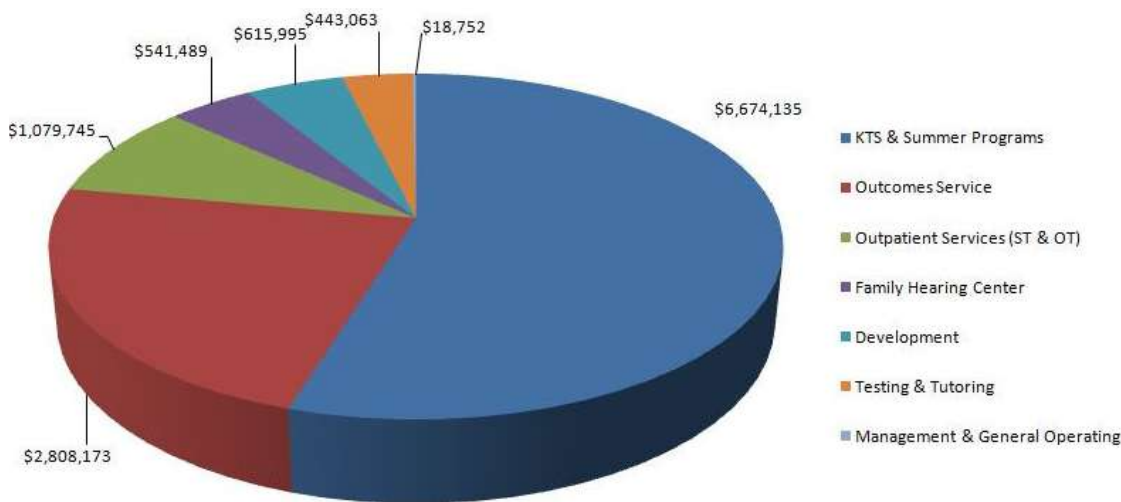
"(Psychologist) immediately made (son) feel **comfortable** and explained what he should expect. Her combination of **professionalism and warmth** made the experience a **positive** one."

Selected Audited Financial Information for Fiscal Year 2017

Complete audited financials and Form 990 for year ended June 30, 2016 are available on request



Operating Expenses



Public Support and Revenues

We served a little over 2,000 individuals in our programs in 2017

Numbers Served



Jay Kenealy Fund

The Kenealy family have been treasured members of the TLC Outcomes Community for more than 12 years. As we continue to mourn the loss of Jay, for whom we provided services, we now mourn the loss of his mother Joanie who died of cancer this past September. As a way to remember Jay and Joanie (a special educator for 37 years), both of whom made such a significant impact on the lives of many, including those with disabilities, The Jay Kenealy Fund soars on.

Jay and Joanie Kenealy were a gift to all of us. This fund provides crucial services and assistance to individuals with disabilities, particularly as they make the challenging transition into the work world and adulthood. TLC and the Kenealy family thanks all of you for your contributions.

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Jay Kenealy



Joanie Kenealy

Tribute Gifts

Tribute gifts are a way to recognize friends or family while demonstrating support for TLC. Each honoree will receive a personalized card as well as the satisfaction of knowing the donor's support helped make a difference.

A commemorative gift is a meaningful way to honor a loved one. Many of our donors request a gift to TLC in lieu of flowers. This wonderful gesture helps support our services. TLC gives thanks to those who made tribute gifts in 2017.

Jon Andreasen

In Memory of Gertrude "Trudy" Weiss
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The Legacy Club for TLC

The Legacy Club for TLC honors and recognizes those individuals who have chosen to include TLC in their estate plans. Legacy gifts ensure that we can continue to improve lives and expand possibilities for children and adults in our community. If you have already made a charitable bequest to TLC, please let us know so we can add you to this list of visionary supporters. Your participation may inspire others to join the Legacy Club for TLC.

Mr. and Mrs. Richard Alper
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Rosemary Colston Award
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Make a purchase on amazon smile through
TLC's channel & help expand possibilities
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There's always something new happening at TLC...Don't miss a beat!



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Xiaoni Zhang

Did you know?

TLC was inducted into the Rockville Legacy Club in 2017 for 50+ years of service in the Rockville community



Dr. Pat Ritter & Rockville Economic Development, Inc.
(REDI) staff

Please note: Every effort has been made to ensure the accuracy of our lists which includes gifts made from January - December 2017. 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 of our contributors.

The KTS Parents Association

The KTS Parents Association is a committed team of parents that supports our students, teachers and families. The group accomplishes many objectives from planning social activities to organizing book fairs, school-wide fundraisers, and its most ambitious event, a silent auction. In 2017, the Parent Association raised \$8700.00

The Parent Association also goes above and beyond in making our KTS staff feel appreciated. We would not know what to do without this amazing set of volunteers.

26th Annual



The Treatment and Learning Centers

TLC

Golf Classic

TLC 26th Annual Golf Classic

The TLC 26th 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 26 years.



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Your Investment Expanded Possibilities

Thank you! These quotes are from students who struggle with special needs & through the generosity of others have been able to receive scholarships to improve their lives & expand possibilities at The Katherine Thomas School.



"KTS has helped me **find my voice**. Without your generosity, I couldn't have said "thank you" on my own."

"**FIND MY VOICE**"



"Thank you everyone. KTS has helped me a lot with my **social skills**."



"This school has made a **huge impact** over the years by helping me grow and support me during this journey. Thank you so much for everything you have done..."

"**EVERYONE IS INCLUDED**"



"This scholarship means I can attend a school that helps me with my autism and anxiety in a place where **everyone is included** and you are encouraged to accept differences. Thank you for the scholarship, it means a lot to me. "

"**HUGE IMPACT**"



"The experience at KTS is **life-changing and uplifting**. Our child is thriving due to the **AMAZING** support from such generous & kind donors."

"**SEEMINGLY IMPOSSIBLE POSSIBLE**"



"KTS has made the **seemingly impossible possible**. Thanks for the opportunity."

"**LIFE-CHANGING AND UPLIFTING**"

THE TLC/KTS SCHOLARSHIP FUND MAKES A DIFFERENCE.
SUPPORT A STUDENT TODAY: WWW.TTLC.ORG/DONATE

The Heart of TLC is Its' Employees



Improving Lives and Expanding Possibilities



**We are grateful for
your support**



The Treatment and
Learning Centers

TLC

a family of services where caring comes first