COMPASS, INC

Find your direction. Follow your dreams.

Transformation and Growth



2025 Annual Report

2025: Leading through Change

“Change is the only constant.”

That familiar idea certainly resonated with Compass in 2025. This was a year of significant change, but, more importantly, an opportunity to become stronger and better.

Across Compass, we experienced important transformations, including changes within our Sufficiency Supports team. This team oversees our Housing Support Services program, our largest and fastest-growing program, making the strength and stability of this team particularly important. Rebuilding this area of our organization required us to adapt, rethink how we work together, and strengthen the foundation that supports our continued growth.

At the same time, the developmental disability service system around us was transforming rapidly. Shifting funding, waiver requirements, eligibility considerations, and uncertainty at both the state and federal levels challenged providers across Maryland to think differently about sustainability and how we remain responsive to the people we support.

We chose not to simply react.

Our leadership participated in MACS’s Work Wisdom 2025 Cohort as part of our effort to examine how Compass could better navigate change, strengthen our organization, and prepare for the future. It encouraged us to look honestly at our own systems and ask important questions: How do we remain sustainable? How do we build an organization that can adapt? And how do we ensure that, even as the environment around us changes, the people we support remain at the center of every decision?

Those questions encouraged us to listen more closely.

In 2025, Compass brought together people supported, families, and Direct Support Professionals (DSPs) through focus groups and honest conversations about the future of our services. Their voices helped us think differently about how we can become an even more person-driven organization.

“We chose not to simply react.”

Those conversations also helped inspire important transformations ahead, including the realignment of Community Development Services under Community Living Group Homes.

Looking back, I believe that is what defined the year.

We listened. We learned. We adapted. And we began rebuilding—not simply to replace what was there, but to build something stronger and better for the future.

> **"We can turn uncertainty into opportunity."**

I am grateful to the people we support and their families for sharing their voices; to our corps of Direct Support Professionals and our staff for their commitment through periods of transition; and to our leadership and Board for their willingness to embrace difficult questions and explore new possibilities.

The future will continue to bring change. But 2025 reminded us that change can also be an opportunity to strengthen our teams, transform how we work, and build an organization that is ready for what comes next.

Most importantly, it reminded us that when we face change together, with the voices of the people we support at the center, we can turn uncertainty into opportunity and change into growth.

As you read the stories in this report, I hope you see what I see: the reason behind the work, the impact of our mission, and the possibilities that come when people are given the support, choice, and opportunity to lead lives of their own.

Thank you for being part of Compass and for helping us find our direction for what comes next.

Rick Callahan
Executive Director



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Mission

Compass' mission is to support people with intellectual and developmental disabilities to realize their dreams and lead fulfilling lives as valued members of their community. Compass, Inc. exists to support people with developmental disabilities and their families to live the lives they desire in communities of their choice. To fulfill this mission, we are fully committed to upholding the goals and principles shared with the Developmental Disabilities Administration that every person will have the freedom to make choices, the supports they need to live the life they choose, authority over services and supports, responsibility for organizing resources, and the aspiration and drive to live as responsible, contributing members of their communities.



Board of Directors

Kerby Baden, J.D., Certified Public Accountant, President and Treasurer
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Isaac Merritt, Senior Associate, Stepstone Group
Jason Nichols, PhD, Senior Lecturer



Quintanna's Journey: Finding Confidence One Step at a Time

When she is asked what she is most proud of, Quintanna doesn't hesitate for long.

"Being confident, brave, and independent," she says.

Those three words say a lot about Quintanna and the goals she continues working toward.

For the past five years, Quintanna has worked at Marshalls, where she has gained valuable workplace experience and demonstrated her dedication as an employee. Through Compass's employment support, she secured her position and continues developing skills that will help her reach her future career goals. One day, she hopes to return to an office environment, where she can build on the administrative experience she gained before the pandemic.

Outside of work, Quintanna enjoys staying active and making time for the things she loves. She likes playing basketball, bowling, swimming, going to the gym, traveling, attending concerts and plays, listening to music, watching television, completing crossword puzzles and word finds, and practicing meditation. She also dreams of appearing in a commercial one day, another opportunity to challenge herself and try something new.

Quintanna also uses her voice to support others in her community. She serves as Co-Chair of the Adults with Developmental Disabilities Citizen's Advisory Committee (ADDCAC), where she helps inform the community about resources available to people with developmental disabilities. She was inspired to join the committee because she wanted to learn more and gain knowledge that could help others.

Another experience that has helped Quintanna build her confidence is Toastmasters, an organization that helps people strengthen their public speaking and leadership skills. There, she delivered a speech titled Get Up and Get Moving about Special Olympics. Speaking in front of an audience can be intimidating, but Quintanna took on the challenge and used the experience to become a more confident communicator.

For Quintanna, independence means being able to take care of herself, manage everyday responsibilities, and do more on her own. Those goals continue to motivate her both at work and in her personal life.

When asked what advice she would give someone who is working toward becoming more confident and independent, Quintanna keeps it simple:

"Keep believing in yourself and surround yourself around positive people."

It's advice that reflects Quintanna's own journey. Whether she is taking on new responsibilities at work, speaking in front of an audience, advocating for others, or trying something outside of her comfort zone, she continues working toward the three things she said she is most proud of: being confident, brave, and independent.

"Keep believing in youself and surround yourself with positive people."

12,200

The number of hours Compass employees spent in training in 2025, gaining new skills, expanding knowledge, and building organizational capacity.

▲ 41%

Growth in Compass staff achieving **DSP-II certification** in 2025. Thanks to a generous grant from the Himmelfarb Foundation, Compass is able to invest in a best-in-class workforce.

▲ 37%

Growth in Compass employees who completed **Coach Approach** training in 2025, which emphasizes critical thinking and collaboration between staff and the people we support.

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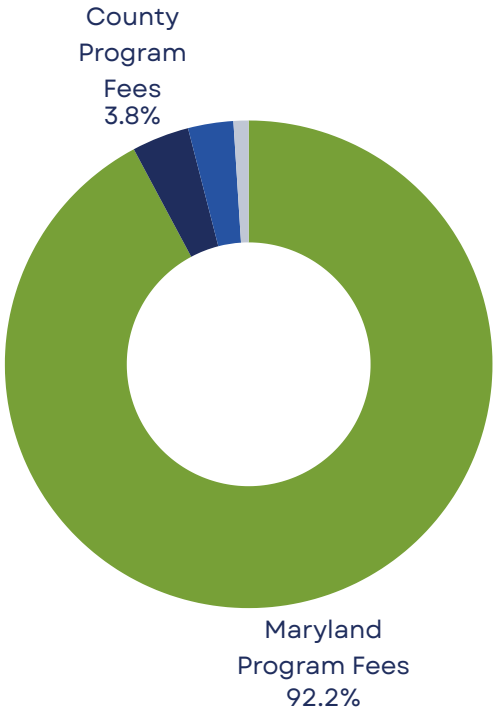
Financial Highlights

Revenue

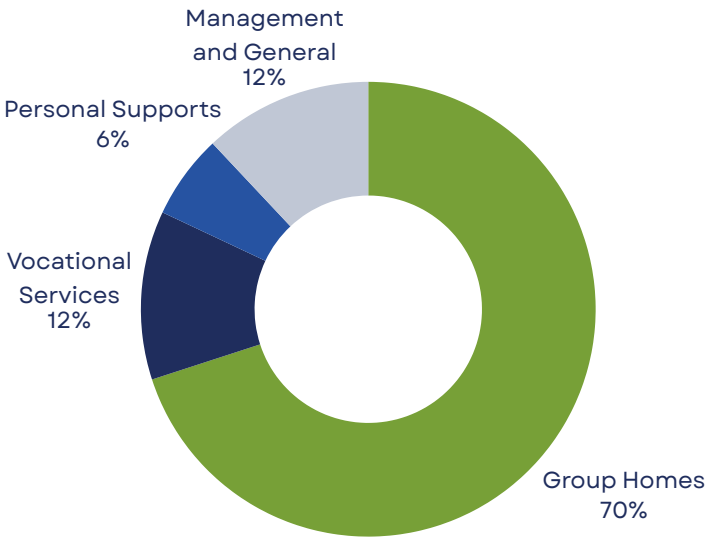
Compass' revenue in 2025 was $49.9 million. Nearly 96% of revenue was in the form of Maryland DDA funding or program fees from Montgomery and Prince George's County. Just over 3% was investment income.

Strategic Opportunity: Grants, donations and event income were 1% of Compass' funding in 2025. By diversifying our funding through additional grants and donations, Compass will be better placed to weather changes to Medicaid funding.

Revenue, 2025



Expenses, 2025



Expenses

Compass' expenses in 2025 were $42.8 million, of which 70% was Community Living Group Homes, 12% was vocational services, and 6% was personal supports. Management, general and fundraising were 12% of expenses.

Jake's Journey: Personal Triumph to Professional Goals

In working towards his goals of becoming more involved in the local community and developing his interpersonal connections, Jake has worked with the Behavioral Support Services (BSS) program at Compass to develop his skills in working with anxiety around crowds.

Not long ago, Jake was invited to his sister's wedding and had become anxious about attending. When the day drew close, Jake asked his DSP Eunice to attend the wedding with him. Eunice agreed and discussed what might happen at the event, addressed his questions and concerns, and helped Jake choose what to wear.

As they drove to the venue, Jake's anxiety spiked, but Eunice handled the situation with remarkable patience and encouragement. Understanding Jake's anxieties, she reassured him of the importance of creating memories with his family. She suggested a compromise: they would attend the wedding, and if Jake still felt uncomfortable upon arrival, she would bring him back home. This approach acknowledged Jake's feelings while gently encouraging him to face his fears.

Upon arrival, Jake's family was overjoyed to see him. Their warm welcome and expressions of happiness boosted Jake's confidence, helping him feel more relaxed. He had such a good time that when it was time to leave, Jake requested to stay longer. On the way home, Jake expressed how happy he was to have attended the wedding and had no regrets about going.



Jake worked hard in recent years to address his anxiety among crowds. Today, he has started working with Compass' Employment Supports team to start his own coffee business.

Through his diligence and hard work, Jake continues to reach milestones in his own journey. For the wedding, Eunice supported Jake by helping him to face his fears with a safety net in place, preparing him for the event, validating his feelings, and reminding him of his goals. These actions boosted Jake's confidence and allowed him to enjoy the event, demonstrating the profound impact of patient and supportive behavioral interventions.

Today that new confidence has seeped into Jake's every pore. Recently Jake chose to add Employment Supports to his services, with a dream to blend his passions by starting a sci-fi-themed coffee company. Just like with his work with the BSS team, Jake will work with Compass' employment staff to explore his dream, discuss and decide what a path to success looks like, and plan out incremental next steps - with support and coaching every step of the way.

We are proud to celebrate these successes with Jake, and someday we will proudly be among the first latte and cappuccino orders he receives.

Elevating Voices: Brandon's Remarkable Self-Advocacy

The people Compass supports are always the most powerful voices for the change we hope to see for people with disabilities. In 2025, Brandon emerged as one of our most effective advocates.



Over the course of the last year, Brandon has spoken in front of the "These Are Our Lives" rally in Annapolis, met with the Speaker of the Maryland House of Delegates, participated in a panel at a Washington Commanders event, and spoke about his experiences with inclusive employment with the Greater Silver Spring Chamber of Commerce.

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Top Workplace 2025

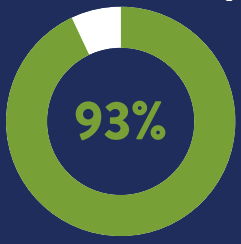
Compass is proud to have been named a 2025 Washington Post Top Workplaces. This award identifies organizations that have created exceptional places to work. It is a mark of confidence for the people we support and their families, as well as employees and potential new hires.

The results of this survey confirm what we've been working toward: that Compass employees are highly trained and engaged, find the work they do to be meaningful, and recommend Compass as a place to work.

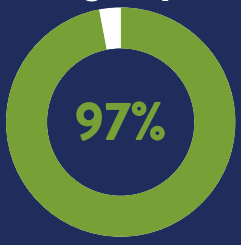
The Washington Post TOP WORK PLACES 2025

In an ongoing commitment to continuous improvement, in 2026 we have even more training and staff engagement opportunities planned to further nurture our workforce, to the benefit of the people we support.

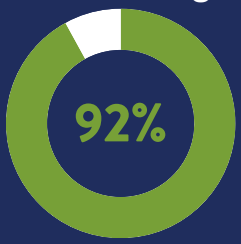
Employees who highly recommend Compass



Employees have the training they need



Employees find their work meaningful





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Learning and Technology Highlights

New Leadership
In 2026, Compass created the position of Director of Learning Development and Technology, unifying our training, staff development, and technology leadership.

DSP-II Growth
In 2026, our Direct Service Professional staff reached a milestone, with over 40% of attaining DSP-II certification, with a goal of 80% in coming years.

Workforce Development
Based on staff feedback, in 2026 Compass rolled out seven new digital literacy classes to maintain and retain our best-in-class workforce.

Wellness Focus
In 2026 Compass launched a new series of wellness-focused staff trainings, including fitness, nutrition, financial literacy, and more.

New I/DD Training
Compass began offering Trauma-Informed Care training in 2026 and plan to certify all DSP staff by 2029. Compass will also have 30 learners receive NADD certification.

On the Horizon
In coming months, we will implement a DSP-I class for a more comprehensive onboarding of new DSPs, and cross-train more staff in employment services.



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Our Leadership Team



Jessica Abrams
Director of Community Supports



Jeff Althoff
Director of Quality Advancement



Sue Cooper
Director of Finance



Aina Horton
Director of Community Living



Kristina Jones
Director of Property and Assets



Jenoyce Lester, RN
Director of Health Services



Chris Leverette
Director of Human Resources



Deva Ludwig
Director of Strategic Partnerships



Jason Mroz
Director of Learning and Technology

Contact Us

Compass, Inc. provides services for people with developmental disabilities and their families, focusing on three main areas: Community Living, Community Engagement, and Support Services. Contact us today to learn more.



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