

**"We are in this together"**



**DIANA TREVINO**

**DIRECTOR OF CONTRACTED SERVICES  
& QUALITY ASSURANCE**

**How long have you been with The Arc of the Capital Area and what do you do here?**

6 years and 9 months! Director of Contracted Services & Quality Assurance

**What is your favorite thing about working for The Arc of the Capital Area?**

Employee collaborations and Dr. Mary's leadership. Very employee-centered which makes it a great place to work - and naturally working with our sweet clients.

## **Where do you find your inspiration in your career?**

My son. I want him to know that people come in all shapes and sizes, different colors, and different abilities but that all deserve the same access to opportunities in this world. I want him to know that helping people is above all else, the most humbling experience he can have in life. After getting my license recently, it has renewed my inspiration in my career. It revealed the great things we are doing and the improvements we can make to be the best we can be in what we do.

## **How is your work with The Arc of the Capital Area inspiring change in the I/DD community?**

Directing/supervising programs which directly implement the helping process to individuals & families allows for staff to feel supported to be able to do the frontline work. When staff are supported, the individual/family receives the benefit. Running the intake and referral line and knowing community resources helps the callers know that there are options and support for them in the community which makes them feel like everything is going to be okay. When they refer someone to our line, we continue to help mold success within the I/DD community, one person at a time. Lastly, examining our quality assurance methods and outcomes allows us to speak about the great things we are doing for the I/DD community in terms and data that can be interpreted by funders as value. The importance of this mission is incredibly important so that our efforts are known and can continue to be sustainable.

## **Who is your hero and why?**

My Grandfather: The most patient, kind, caring, loving person I've had in my life.

## **How do you represent our core values (Respect, Joy and Integrity) in the work you do with The Arc of the Capital Area?**

Respect: see people for their strengths and accept everything they have to offer. Joy: love working with my team as people first and team second. We all want to see our clients and each other succeed. We laugh together and work well together = Joy. Integrity: doing the right thing when no one is looking - always. Doing all I can during this strange time.

## **What's your favorite way to spend the weekend?**

Biking/running and fishing with Jackson and Mike - every Sunday!

## **What has been your favorite project so far and why?**

Apricot - because it will be very worthwhile in the long run. Work in progress.

## **What's one way you define success in your current position?**

Meeting deadlines and showing the impact of our programs to the community and funders.