

# Annual Report

2016 – 2017

San Diego-Imperial Counties Developmental Services Inc  
San Diego Regional Center





# Corporate Vision

Persons with developmental disabilities will live productive and satisfying lives as valued members of their communities.

# Corporate Values

The uniqueness of human life is valued.

Consumer and family choice is respected.

Services reflect, and are sensitive to, the cultural and ethnic diversity of the community.

Outreach and collaboration with the community are valued in identifying and addressing needs, and developing and nurturing new ideas and services.

High quality services engender a sense of confidence and support within the community.

Individuals, communities and government entities are well informed about (issues and services affecting) persons with developmental disabilities.

# Corporate Mission

To serve and empower persons with developmental disabilities and their families to achieve their goals with community partners.





## Message to the Community

*The San Diego Regional Center (SDRC) is proud to serve approximately 27,000 persons with developmental disabilities, with a team of 500 staff members, and a budget that exceeds \$400 million.*

*The most important thing that drives and motivates both the Board of Directors and the Regional Center staff is our mission: **To serve and empower persons with developmental disabilities and their families to achieve their goals with community partners.** In pursuit of our mission it is important to interact with the people we serve in ways that are supportive, informative, positive and helpful . . . in essence to provide good customer service.*

*All staff at SDRC participated in customer service training and we made a collective commitment to provide good customer service. A year after the training was completed we wanted to know how we were doing. We sent a customer satisfaction survey to 5,000 randomly chosen clients and families and we were elated with the response. Approximately 1,000 surveys were returned.*

*The survey ratings for satisfied or very satisfied customers ranged from 89% to 98%.*

*Here are the questions we asked and the percent of combined satisfied and very satisfied responses for each question:*

- *When contacting San Diego Regional Center (SDRC) by telephone I am able to reach the person I am calling easily – 89%;*
- *SDRC staff responds to my concerns as needed in a timely manner – 91%;*
- *I feel SDRC staff respect and honor my racial and ethnic culture – 98%;*
- *SDRC staff communicates in a respectful and professional manner – 96%;*
- *I feel listened to and understood by SDRC staff – 95%;*
- *SDRC staff serves as a partner with helpful solution based ideas – 93%;*
- *My service coordinator is knowledgeable and informs me about relevant services and supports – 91%;*
- *I feel comfortable as an active participant during the Individual Program Plan (IPP)/Individualized Family Service Plan (IFSP) – 95%;*
- *I feel that the services I receive are helpful – 94%; and,*
- *Overall, I am satisfied with the service and support that SDRC provides – 94%.*

*We are proud of our accomplishments and the high level of customer satisfaction represented in the survey. We recognize that there is always room for improvement and we commit to stay true to our mission and to do everything we can to support and ensure that our 500 plus staff are providing excellent customer service on a daily basis to more than 27,000 clients and their families.*



Terri Colachis  
Chair of the Board of Directors

Carlos Flores  
Executive Director



## **San Diego-Imperial Counties Developmental Services, Inc. Board of Directors**

### **Members**

Beth Blair  
Terri Colachis, Chair and ARCA Representative  
Jonathan Copeland  
Elmo Dill  
Pam Ehlers  
Ann Featherstone, Secretary  
Maria Flores  
David Hadacek, Treasurer  
Joel Henderson  
Jose Cuauhtemoc Hernandez, Member at Large  
Chris Hodge  
Shawn Howell  
Mark Klaus  
Yasuko Mason  
Laura Oakes  
Antonio Ortiz  
Nancy Prutzman  
Martha Soto Aceves  
Alexine Wells  
Jason Whittaker  
Angela Yates, Vice-Chair

### **Members Retired in 2016-2017**

Chanae Jackson  
Daphne Magdaleno  
Shirley Nakawatase  
Rene Rodriguez  
Linda Schmalzel  
Tina Thompson  
Raymond Zapata



San Diego Regional Center works with clients and their families as true partners from the time of eligibility through the clients' lives. The services San Diego Regional Center provides or funds are:

Adult Day Training Activities

Advocacy for the Protection of Legal, Civil, and Service Rights

Assessment or Diagnostic Evaluations

Behavioral Services

Case Management or Service Coordination

Consultant Evaluations or Services, as Needed

Development of an Individual Program Plan

Early Intervention Services For Children and Their Families from Birth Through 3 Years of Age

Independent Living Services

Information and Referral Services

Licensed Residential Placement Services

Respite

Supported Employment Services

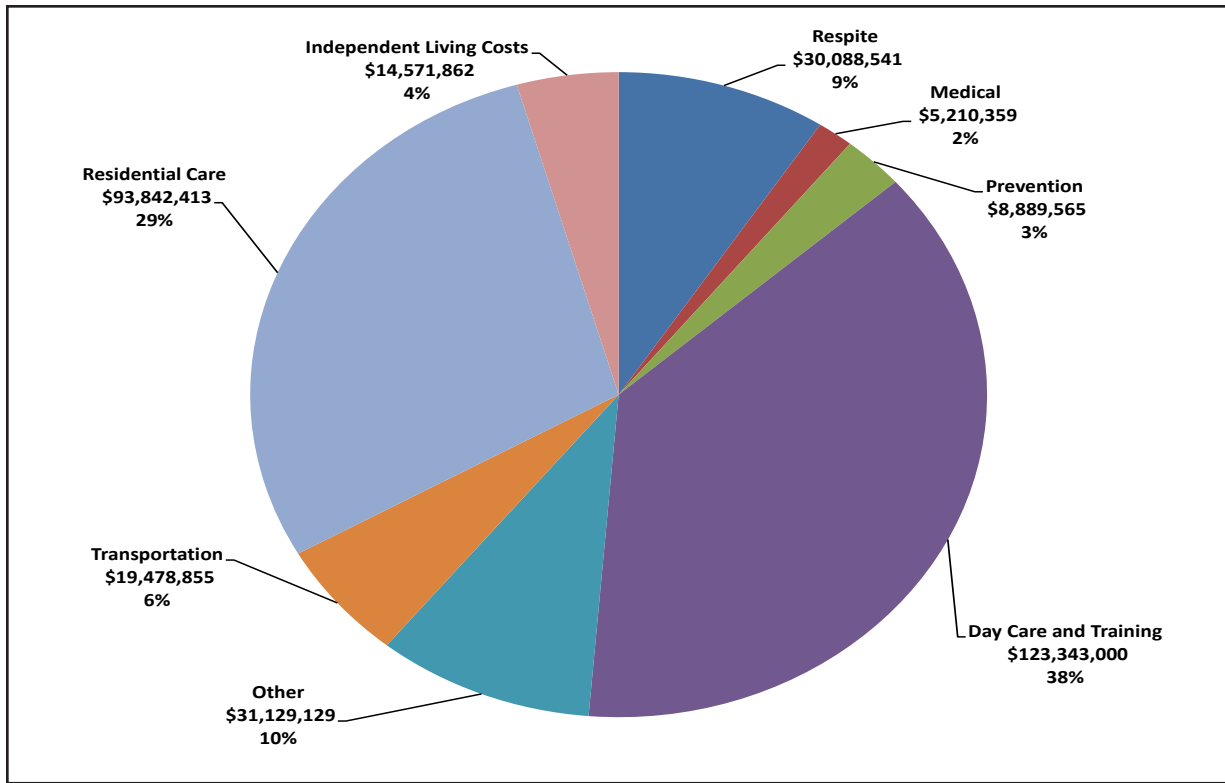
Supported Living Services

Transition Planning Services

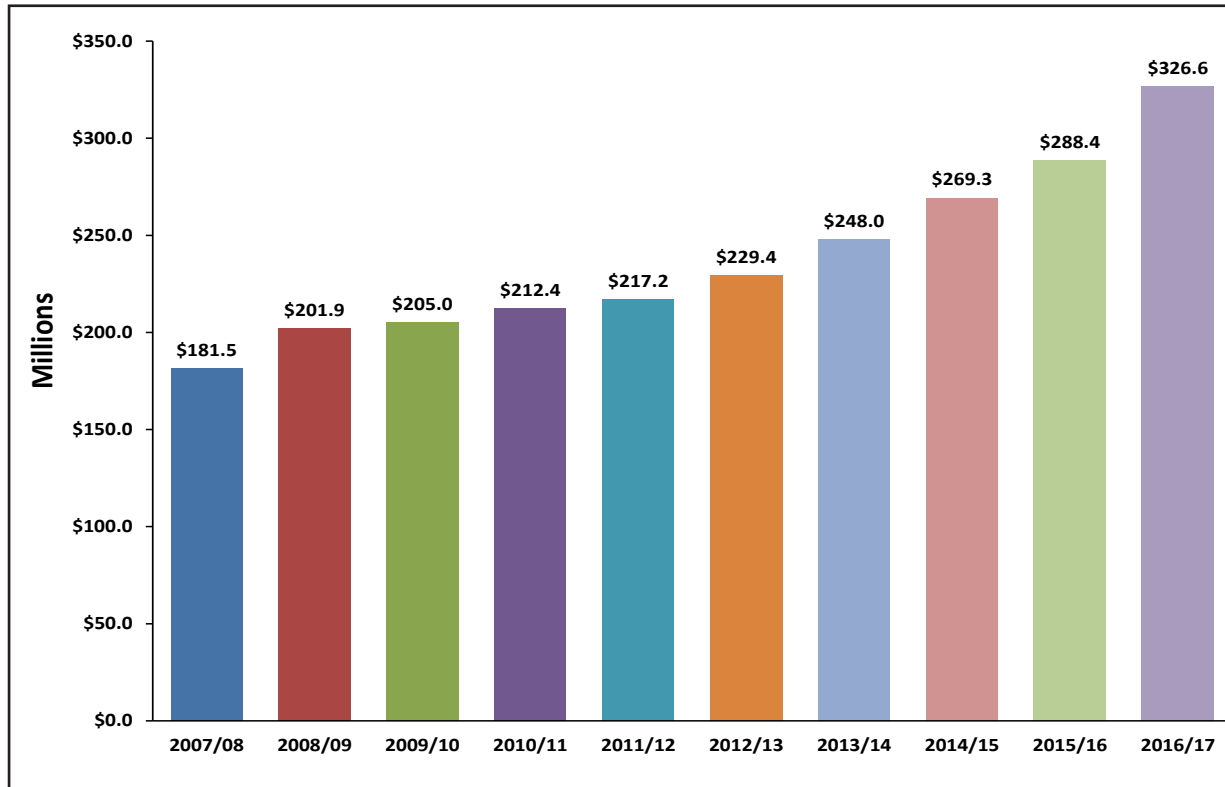
Transportation

# San Diego Regional Center Purchase of Services Fiscal Year 2016-2017

## Expenditures \$326,553,724



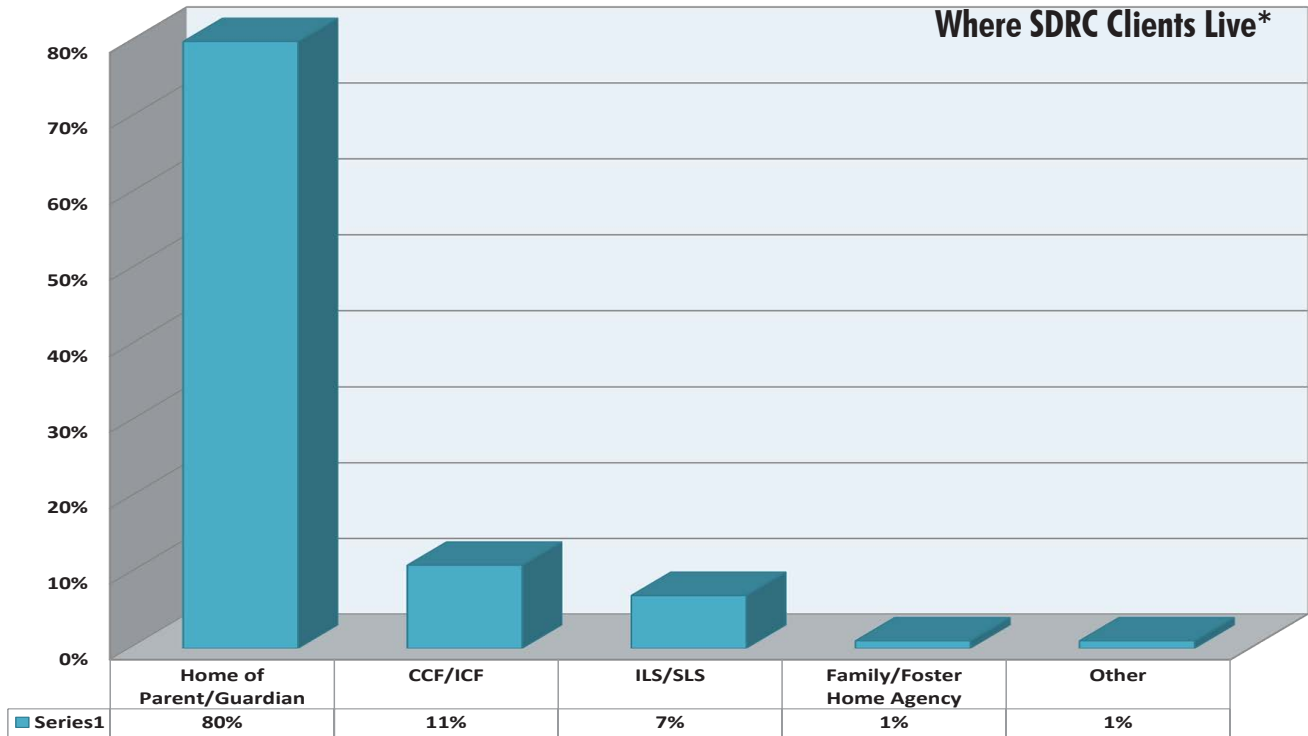
## Growth





# San Diego-Imperial Counties Developmental Services, Inc.

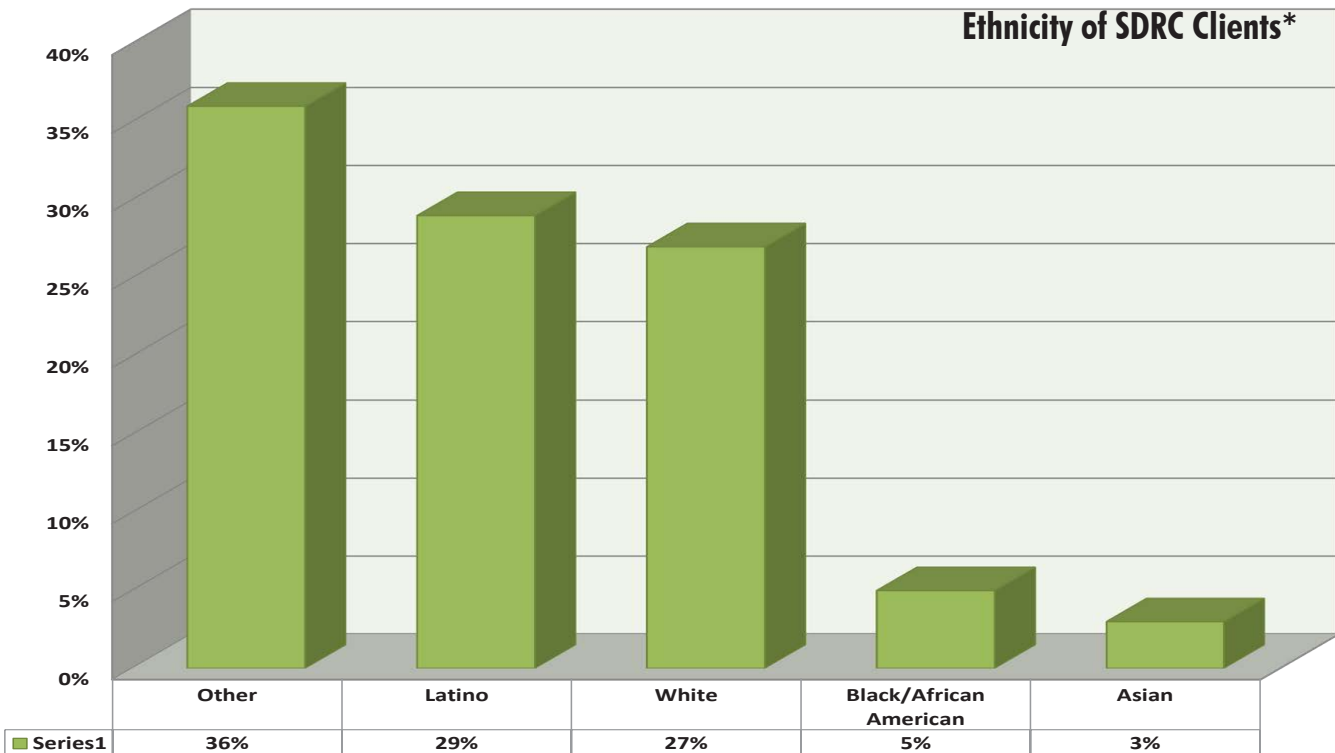
	<b>Year ended June 30, 2017</b>
<b>REVENUE</b>	
State Regional Center contracts	\$ 366,034,784
Intermediate Care Facility supplemental services income	12,229,655
Interest income	121,215
Other income	594,586
<b>TOTAL REVENUE</b>	<u>378,980,240</u>
<b>EXPENSES</b>	
<b>Program Services</b>	
Client services	36,672,376
Residential care	93,842,413
Day care and training	123,343,000
Medical programs	5,210,359
Respite service	30,088,541
Independent living costs	14,571,862
Transportation services	19,478,855
Prevention services	8,889,565
Other purchased services	31,129,129
<b>Total Program Services</b>	<u>363,226,100</u>
<b>Supporting Services</b>	
General and administrative	15,717,363
Total Supporting Services	<u>15,717,363</u>
<b>TOTAL EXPENSES</b>	<u>378,943,463</u>
<b>Change in Net Assets (Deficit) Before Pension-Related Changes Other Than Net Periodic Pension Cost</b>	36,777
<b>Pension-Related Changes Other Than Net Periodic Pension Cost</b>	<u>16,743,984</u>
<b>Change in Net Assets (Deficit)</b>	16,780,761
<b>Net Assets - Beginning of Year</b>	<u>(51,943,377)</u>
<b>Net Assets - End of Year</b>	<u>\$ (35,162,616)</u>



### Diagnosis of SDRC Clients\*

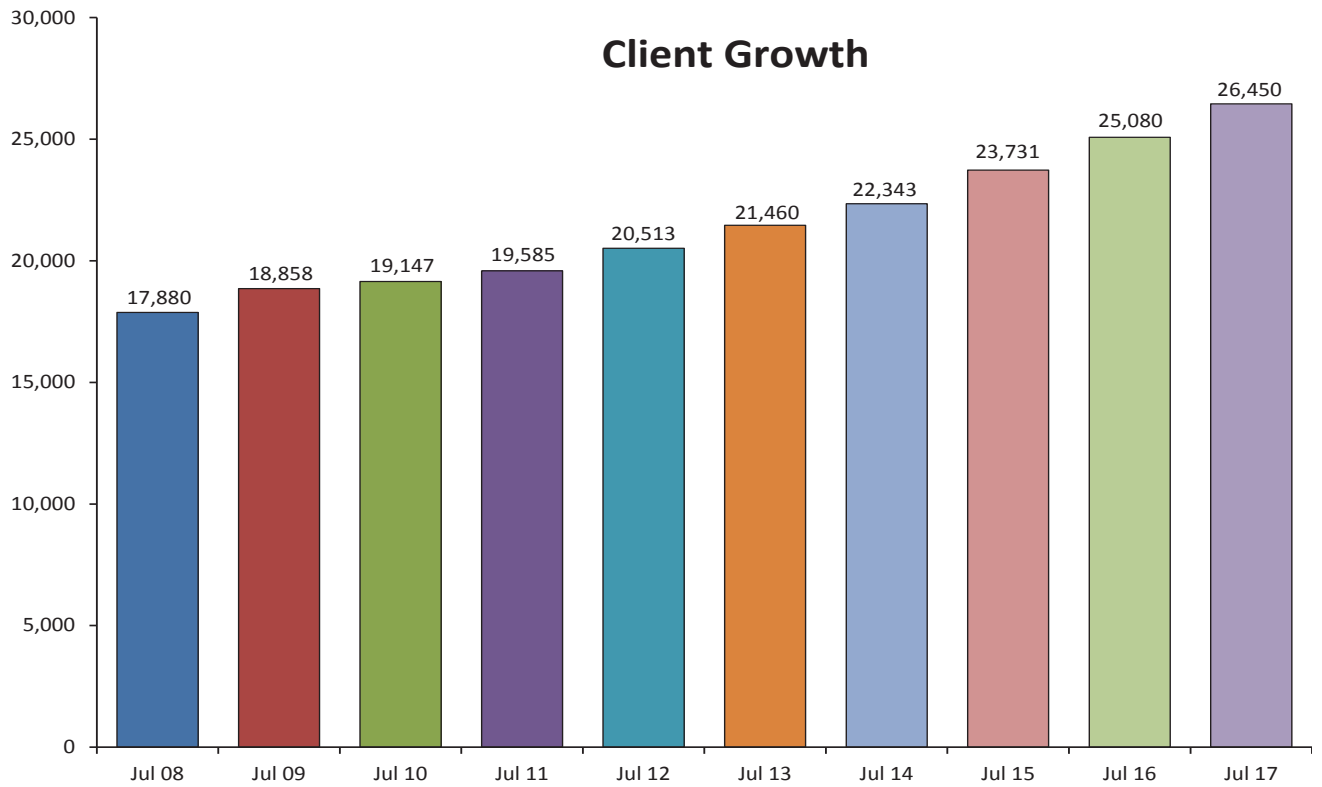
(each client may have more than one diagnosis)

Epilepsy.....15.23%  
 Severe/Profound Intellectual Disability .....9.09%  
 Mild/Moderate Intellectual Disability .....52.87%  
 Autism.....37.17%  
 Cerebral Palsy.....15.70%

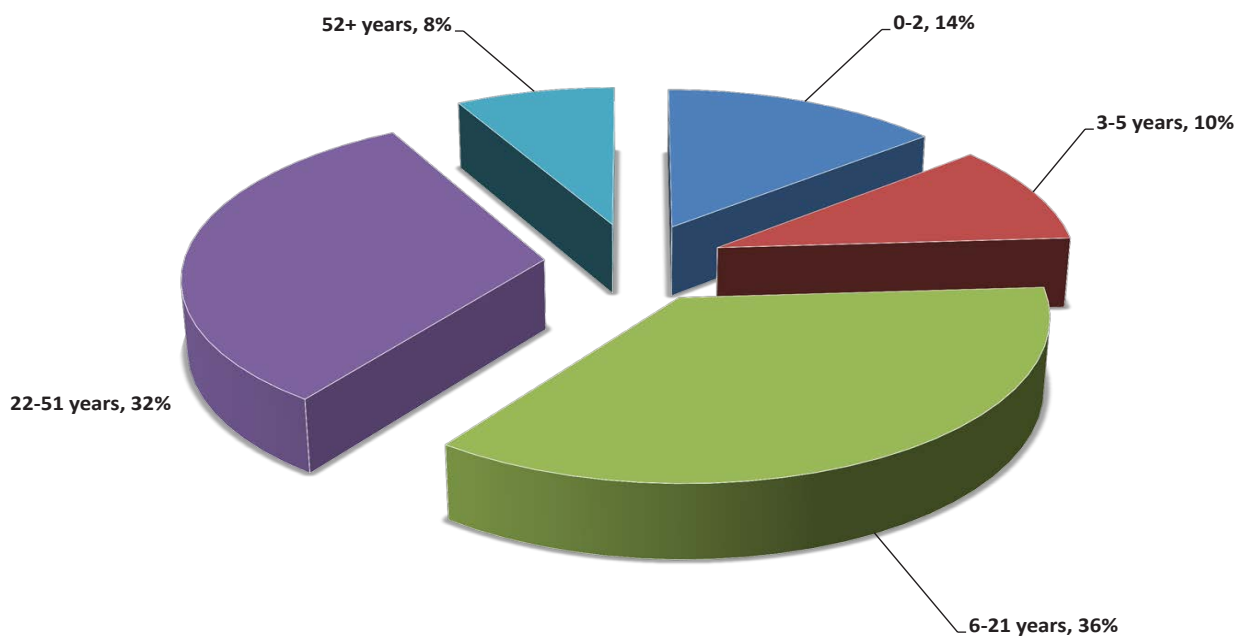




The San Diego Regional Center is a program of San Diego-Imperial Counties Developmental Services, Inc. operating under a contract with the California State Department of Developmental Services.



### Age of SDRC Clients\*



\*Department of Developmental Services Summary Performance Report for SDRC, Spring 2017



# Recognizing the long term commitment of staff...

*We thank our staff, who are among our greatest assets, for helping  
us achieve our mission and vision.*

## Years

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### 45+

Lily Esconde

### 40+

Jean Brown

Barbie Lynch

Pam Murphy

Carol Jean Thomas

### 35+

Dan Clark

Diane Erzen

Nina Garrett

Nancy Lorch

### 25+

Patty Alvarez

Tamara Crittenden

Janet Freihofer

Angelina Garcia

Ellain Gomez

Gary Goodlett

Jeannie Hernandez-Fritz

Linda Kourtis

Adrienne Krause

Linda Livingston

Stacy Lopez-Bishop

Linda Lucas

Amy Mackenzie

Maura Mendez

Maria Pedroza

Tammy Ramos

Sylvia Saldana

Kellye Shorts

Jewel Smith-Price

### 20+

Leticia Alda

Lorena Arambula

Laura Backe

Evelyn Barcelona

Karen Barros

Pamela Bauer

Lori Blair

Wendy Bodenmiller

Carol Campbell

Mirna Cardenas-Navarro

Theresa Castel de Oro

Sue Cavanagh

Stephanie Clark

Terri Cook-Clark

Carolyn Crawford

Gloria Cruz

George DeShazo

Norma Flores

Maria Gomez-Hanks

Paula Hess

Laura Holowach

Debra Johnson

Irene Juarez

Kathy Karins

Kimberly Kyne

Lilia Lappinga

Neil McQuarter

Karen Melowitz

Diane Millan

Nicole Palmer

Lenka Pavlik

Dolores Regalario

Brent Tavernelli

Darin Trammell

Lupe Van Veghel



# Headquarters

4355 Ruffin Road  
San Diego CA 92123  
858-576-2996

## South San Diego County

2727 Hoover Avenue, Suite 100  
National City CA 91950  
619-336-6600

## East San Diego County

8760 Cuyamaca Street, Suite 100  
Santee CA 92071  
619-596-1000

## North San Diego County

5931 Priestly Drive, Suite 100  
Carlsbad CA 92008  
760-736-1200

## Imperial County

512 W Aten Road  
Imperial CA 92251  
760-355-8383





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