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.
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent Living Costs</td>
<td>$14,571,862</td>
<td>4%</td>
</tr>
<tr>
<td>Medical</td>
<td>$5,210,359</td>
<td>2%</td>
</tr>
<tr>
<td>Prevention</td>
<td>$8,889,565</td>
<td>3%</td>
</tr>
<tr>
<td>Respite</td>
<td>$30,088,541</td>
<td>9%</td>
</tr>
<tr>
<td>Day Care and Training</td>
<td>$123,343,000</td>
<td>38%</td>
</tr>
<tr>
<td>Residential Care</td>
<td>$93,842,413</td>
<td>29%</td>
</tr>
<tr>
<td>Transportation</td>
<td>$19,478,855</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>$31,129,129</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>$31,129,129</td>
<td>10%</td>
</tr>
</tbody>
</table>

Growth

<table>
<thead>
<tr>
<th>Year</th>
<th>Millions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007/08</td>
<td>$181.5</td>
</tr>
<tr>
<td>2008/09</td>
<td>$201.9</td>
</tr>
<tr>
<td>2009/10</td>
<td>$205.0</td>
</tr>
<tr>
<td>2010/11</td>
<td>$212.4</td>
</tr>
<tr>
<td>2011/12</td>
<td>$217.2</td>
</tr>
<tr>
<td>2012/13</td>
<td>$229.4</td>
</tr>
<tr>
<td>2013/14</td>
<td>$248.0</td>
</tr>
<tr>
<td>2014/15</td>
<td>$269.3</td>
</tr>
<tr>
<td>2015/16</td>
<td>$288.4</td>
</tr>
<tr>
<td>2016/17</td>
<td>$326.6</td>
</tr>
</tbody>
</table>
## San Diego-Imperial Counties Developmental Services, Inc.

**Year ended June 30, 2017**

### REVENUE

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Regional Center contracts</td>
<td>$366,034,784</td>
</tr>
<tr>
<td>Intermediate Care Facility supplemental services</td>
<td>$12,229,655</td>
</tr>
<tr>
<td>Interest income</td>
<td>$121,215</td>
</tr>
<tr>
<td>Other income</td>
<td>$594,586</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$378,980,240</strong></td>
</tr>
</tbody>
</table>

### EXPENSES

#### Program Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client services</td>
<td>$36,672,376</td>
</tr>
<tr>
<td>Residential care</td>
<td>$93,842,413</td>
</tr>
<tr>
<td>Day care and training</td>
<td>$123,343,000</td>
</tr>
<tr>
<td>Medical programs</td>
<td>$5,210,359</td>
</tr>
<tr>
<td>Respite service</td>
<td>$30,088,541</td>
</tr>
<tr>
<td>Independent living costs</td>
<td>$14,571,862</td>
</tr>
<tr>
<td>Transportation services</td>
<td>$19,478,855</td>
</tr>
<tr>
<td>Prevention services</td>
<td>$8,889,565</td>
</tr>
<tr>
<td>Other purchased services</td>
<td>$31,129,129</td>
</tr>
<tr>
<td><strong>Total Program Services</strong></td>
<td><strong>$363,226,100</strong></td>
</tr>
</tbody>
</table>

#### Supporting Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>General and administrative</td>
<td>$15,717,363</td>
</tr>
<tr>
<td><strong>Total Supporting Services</strong></td>
<td><strong>$15,717,363</strong></td>
</tr>
</tbody>
</table>

**TOTAL EXPENSES**  

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$378,943,463</strong></td>
</tr>
</tbody>
</table>

### Change in Net Assets (Deficit) Before Pension-Related Changes Other Than Net Periodic Pension Cost

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$36,777</td>
</tr>
</tbody>
</table>

### Pension-Related Changes Other Than Net Periodic Pension Cost

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$16,743,984</td>
</tr>
</tbody>
</table>

### Change in Net Assets (Deficit)

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$16,780,761</td>
</tr>
</tbody>
</table>

### Net Assets - Beginning of Year

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>($51,943,377)</td>
</tr>
</tbody>
</table>

### Net Assets - End of Year

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ (35,162,616)</td>
</tr>
</tbody>
</table>
**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%

**Ethnicity of SDRC Clients**

- Other: 36%
- Latino: 29%
- White: 27%
- Black/African American: 5%
- Asian: 3%
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.

### Client Growth

![Client Growth Chart]

### Age of SDRC Clients*

![Age of SDRC Clients Chart]

*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.

45+
- Lily Esconde
- Jean Brown
- Barbie Lynch
- Pam Murphy
- Carol Jean Thomas

40+
- Dan Clark
- Diane Erzen
- Nina Garrett
- Nancy Lorch

35+
- Patty Alvarez
- Tamara Crittenden
- Janet Freihofer
- Angelina Garcia
- Ellain Gomez
- Gary Goodlett
- Jeannie Hernandez-Fritz
- Linda Kourtis
- Adrienne Krause
- Linda Livingstone
- Stacy Lopez-Bishop
- Linda Lucas
- Amy Mackenzie
- Maura Mendez
- Maria Pedroza
- Tammy Ramos
- Sylvia Saldana
- Kellye Shorts
- Jewel Smith-Price

25+
- 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 McQuerter
- Karen Melowitz
- Diane Millan
- Nicole Palmer
- Lenka Pavlik
- Dolores Regalario
- Brent Tavernelli
- Darin Trammell
- Lupe Van Veghel

Years
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