MISSION

We advocate, educate and serve as partners within our community to achieve full access and inclusion of, by and for Deaf, Hard of Hearing, DeafBlind and Late Deafened people.
VISION

**Advocate** for the rights of full and equal access to ASL, Deaf Culture, English, education, employment and improving the quality of lives of the Deaf, Hard of Hearing, DeafBlind and Late Deafened individuals.

**Educate** the community of the unique communicative needs, abilities and accomplishments of the Deaf, Hard of Hearing, DeafBlind and Late Deafened children and adults.

**Serve** the diverse community of Deaf, Hard of Hearing, DeafBlind and Late Deafened individuals to live independently and productively.

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MESSAGE FROM
DCS BOARD OF DIRECTORS
CHAIRPERSON

Jim Crane

I am excited and proud to announce that Fiscal Year 2015/2016 was another successful year for Deaf Community Services of San Diego. The Board of Directors officially selected an Executive Director that we believe will assist us in growing the agency and achieving the goals of the Deaf Community. Our Executive Director, Patricia Sieglen-Perry, and the DCS team have done a wonderful job strengthening the agency this past year. We held two productive town hall meetings that helped the Board create a comprehensive three-year strategic plan with a new mission statement and vision. We also began providing leadership workshops to foster a more interactive relationship with the community.

DCS ended the year in a positive fiscal position, allowing us to look at expanding more services and providing the community with more resources. The future of DCS is bright! We will keep gathering information and feedback from the community for the advancement of DCS as we continue to strive to provide you with the best programs and services. Please continue to support DCS as we grow by attending our events, fundraisers and community meetings.

Thank you to all the community members for your devotion and loyalty to DCS, our mission, and our vision.

Jim Crane,
Chair, Board of Directors
Deaf Community Services of SD
OUTSTANDING ACHIEVEMENTS

FISCAL YEAR 2015 - 2016

FISCAL YEAR 2014 - 2015

BEHAVIORAL HEALTH SERVICES

SIGNs OF LIFE (SOL)

Interactions: Services, education, meetings & referrals

5,555

 Service Hours: Hours of direct client services

550

838

52% INCREASE

67% INCREASE

SIGNs OF CHANGE (SOC)

Relapse Rate: % of relapse for deaf males in recovery

100%

75% IMPROVEMENT

100% INCREASE

CLUBHOUSE

Advocacy/Case Management

1,858

3,711

57% INCREASE

EMPLOYMENT SERVICES

Clients: Job Placements

35

55

SUCCESS STORIES

- “Without case management and therapy, I would have been lost. I was in a big hole, and thanks to DCS, I was able to start climbing out.”

- “I am doing very well. Working 6 days a week, 30-35 hours a week. Still love my job. They got me my food handler’s card. I’m making a little over San Diego’ minimum wage. I’d say I’m blessed, happy, and doing well.”

- “An anonymous trainee was grateful for receiving assistance fixing his Sorenson app. He said he couldn’t have done it without DCS!”

- “I really enjoy reading DCS subscriber information every week! WOW!”

- “I was struggling to get an interpreter for my medical appointments. I called the DCS Interpreting Department for advocacy and they were able to coordinate services with my doctor to ensure I had access to communication”
FINANCIAL SUMMARY

FY 15/16

- **Support & Revenues**
  - Grants & Contracts: $1,397,466
  - Interpreting Services: $5,007,971
  - Adult Literacy Program: $335,225
  - Other: $36,103
  - **Total**: $4,776,795

- **Expenses**
  - Grants & Contracts: $1,444,195
  - Interpreting Services: $2,534,508
  - Adult Literacy Program: $273,645
  - Other: $127,747
  - **Total**: $4,380,095

*Special Events, Fundraising, Program Revenue, Interest, Unrealized Gain/Loss

MICHELLE CHAMBLESS
Accounting Manager

Financial Summary: DCS’ financial position continued to improve in Fiscal Year 2015/2016 with a 13% increase in revenues and a 27% increase in total assets from the prior year. Both Interpreting Services and Adult Literacy are DCS’ Fee-For-Service departments, and performed far above expectation. With two years of consistent and healthy financial performance, DCS is able to invest back into the community with improved programs and services in the coming years.

LAUREN GORDON
Human Resources Manager

HR Summary: In Fiscal Year 2015/2016, DCS hired 19 new staff members and had a workforce average of 47 employees. The DCS administrative team planned a fun filled week of staff appreciation events in April, including dress up days and a wrap-up luncheon at Il Fornaio Restaurant in Coronado, San Diego. DCS also hosted a 2015 offsite year end celebration with raffle prizes and giveaways. Benefits Open Enrollment was a success with 97% of staff utilizing DCS medical, dental, vision and other benefit offerings.

HUMAN RESOURCES SUMMARY

FY 15/16

- **% of Deaf Staff Members by Department**
  - Behavioral Health: 50%
  - Signs of Life: 100%
  - Clubhouse: 100%
  - Employment Services: 57%
  - Adult Literacy: 100%
  - Media: 100%
  - Interpreting: 9%

- **Years of Service**
  - >1 Year: 33%
  - 1 Year: 24%
  - 2 Years: 6%
  - 3-4 Years: 10%
  - 5-9 Years: 22%
  - 10+ Years: 5%

*All data as of 06.30.2016*
DEPARTMENT SUMMARY

DCS provides comprehensive behavioral health, substance abuse, psychiatry, peer support, advocacy and case management services to clients of all ages experiencing mental health and dual diagnosis/co-occurring difficulties. Behavioral Health Services (BHS) also encompasses the Signs of Life Program (SOL), Signs of Change House (SOC) and the DCS Clubhouse.

NEWS AND UPDATES

○ Caseload of clients receiving therapy services doubled from 22 to 44 clients
○ Established psychiatry contract for interpreted services onsite
○ Clubhouse and Clinical staff participated in a department retreat with training and team building
○ Engaged the Deaf Community to participate in the County of San Diego Behavioral Health Services Division community forums, helping to recognize and prioritize areas of need for deaf individuals including: Mental Health Preparation, Acute and Long-Term Care, Workforce Development, Community-Based Mental Health Treatment and Community-Based Alcohol and Other Drug Treatment
○ Staff attended 22 county trainings on a variety of topics
○ Clinical Director attended and completed a Domestic Violence Recovery Program training allowing DCS to provide court ordered Domestic Violence programs
○ Provided Mental Health First Aid training for DCS staff, interpreters, volunteers and Clubhouse members to foster greater awareness of how to help individuals experiencing a mental health crisis

COMPARING TWO FISCAL YEARS

<table>
<thead>
<tr>
<th>FY 2015 - 2016</th>
<th>FY 2014 - 2015</th>
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<tr>
<td>1,680 Participants</td>
<td>2,000 Participants</td>
</tr>
<tr>
<td>838 Service Hours Provided</td>
<td>550 Service Hours Provided</td>
</tr>
<tr>
<td>1,557 Case Management/Advocacy</td>
<td>2,063 Case Management/Advocacy</td>
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<tr>
<td>74 Clients Counseled</td>
<td>77 Clients Counseled</td>
</tr>
<tr>
<td>81 Outreach/Training Sessions Provided</td>
<td>35 Outreach/Training Sessions Provided</td>
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I am glad to be here at SOL because I’ve learned a lot. The counselors are the best and really support us in our recovery. I will tell other Deaf people who need help to go to SOL. —Anonymous

PROGRAM SUMMARY

DCS’ Signs of Life Program (SOL) offers comprehensive outpatient drug and alcohol recovery services for deaf, hard of hearing, deafblind and late deafened adults. In January of 2016, DCS established a sober living home for deaf males in recovery, aptly named Signs of Change (SOC). SOC provides housing for 8 deaf men enrolled in the SOL Program. Since its establishment the rate of relapse for that group dropped from 100% to 25%! Full access to communication at the SOC house has provided a cultural and language rich environment to promote successful recovery.

NEWS AND UPDATES

- Added an additional position: Recovery Support Specialist, to provide additional support for the Signs of Life Program
- Purchased and implemented updated recovery curriculum to better educate and support clients
- Established a sober living home for deaf males in recovery, called “Signs of Change House.” The house provides housing for 8 men enrolled in the SOL program. Since its inception the rate of relapse among deaf males in recovery programs went from 100% to 25%, a 75% improvement
- 3 of the 34 clients successfully completed the Signs of Life Program
- Received contact requests from 21 different states to refer clients, obtain services and gather resources for recovery

COMPARING TWO FISCAL YEARS

- FY 2015 - 2016
- FY 2014 - 2015

28% INCREASE

1,517

1,936

25%

75% DECREASE

100%

CLIENT CONTACTS

RATE OF RELAPSE (DEAF RESIDENTS OF SOC)

“I am glad to be here at SOL because I’ve learned a lot. The counselors are the best and really support us in our recovery. I will tell other Deaf people who need help to go to SOL.” —Anonymous
PROGRAM SUMMARY
The DCS Clubhouse is a day based recovery and activity center which provides peer-to-peer support to promote healthy living, reduce the risk for behavioral health issues and help members of the Deaf Community achieve their personal goals. This is done through advocacy, self-help groups and educational, vocational and social activities.

NEWS & UPDATES
- Individual members served increased 26%
- 470 participants at all Clubhouse events, workshops, trainings and group sessions
- Increased workshops provided by 40% including topics such as the Americans with Disabilities Act (ADA), self-advocacy and independent living skills
- Provided individual and group training sessions, along with weekly arts and crafts classes
- Advocacy and Case Management services doubled from 1,858 to 3,711

“The Clubhouse helped me with my computer skills and independent living skills. Thank you!” -Anonymous

COMPARING TWO FISCAL YEARS
- FY 2015 - 2016
- FY 2014 - 2015
DEPARTMENT SUMMARY
DCS contracts with the Employment Development Department (EDD) to provide employment services for deaf and hard of hearing job seekers at local America’s Job Center of California (AJCC) offices. Services provided include client outreach, job development, pre-employment skill development, job placement and coaching, and interpreting services. With two locations, North County Coastal Career Center in Oceanside and South Metro Career Center in San Diego, DCS staff work with clients and employers to place deaf and hard of hearing individuals into the work force and provide education on Deaf Culture.

NEWS & UPDATES
- Grant increase proposal submitted and approved, allowing for the creation of 3 additional positions (2 full-time and 1 part-time)
- Provided 11 Deaf Awareness presentations to employers
- Received 1,006 inquiries from employers regarding Job Development
- Presented 102 Job Search and Job Club workshops and trainings to job seekers
- Provided 2,864 one-on-one Job Counseling sessions
- Attended Jobtoberfest Job Fair, an annual Job Fair for people with disabilities. 53 deaf and hard of hearing individuals were in attendance and 14 interpreters were provided by DCS

COMPARING TWO FISCAL YEARS
- FY 2015 - 2016
- FY 2014 - 2015

“Thank you for all your help, guidance, & support when I was looking for work. I appreciate all your time & help. Your thoughtfulness & dedication to your clients doesn’t go unnoticed or unappreciated. You really made a huge difference in my getting back to work & in my life.” -Jennifer Lindsey
DEPARTMENT SUMMARY

The Adult Literacy Program at DCS provides intensive small-group and individual instruction to native-born and immigrant deaf adults to establish or improve their communication and language skills. The program is based on the philosophy of bi-lingual instruction: American Sign Language (ASL) for communication and written English for reading and writing. Trainees utilize a variety of technological tools including iPads, Netbooks, Smartboards, and a variety of computer programs. Program trainees develop ASL communication skills, English writing and reading skills, basic math and budgeting, mobility training and other independent living skills. These skills help prepare the trainees for gainful employment or entrance to community college programs. This program is funded primarily through the Department of Rehabilitation and partners with PEPNET2, an agency for Deaf Adult Education curriculum.

NEWS & UPDATES

- Partnered with KPBS’, “One Book, One San Diego” community reading program and was the recipient of dozens of books
- Trainees wrote, directed and performed an interpretation of the book “The Fantastic Flying Books of Mr. Morris Lessmore” for deaf children at Lafayette Elementary School in December 2015. KPBS and KUSI News attended and over 300 books were donated to the school
- Provided information about the success of DCS’ Adult Literacy program and tours to other agencies from around the United States and the world
- With 9 graduates in the prior year the average number of trainees per semester went from 20 to 18
- 28 Trainees enrolled from around the world

COMPARING TWO FISCAL YEARS

- FY 2015 - 2016
- FY 2014 - 2015

An anonymous alumna gave us a surprise visit to say she received a perfect score on her first ESL test in a community college. She thanked us for helping her improve her skills while in the literacy program.

-Anonymous
DEPARTMENT SUMMARY

The DCS Media Department is committed to providing high quality informational services and education to the Deaf Community through sources such as social media, website maintenance and design and video logs. We use our outlets to promote community events like the DCS End of Summer BBQ, Deaf Unity Day, Holiday Party, Deaf Meetups, Leadership Workshops, conferences and more. We strive to make a positive impact in the lives of the community by spreading awareness and collaborating with other agencies to reach people not just locally but nationwide.

NEWS & UPDATES

• Increased overall visibility through all social media outlets
• Added Instagram to DCS social media channels
• Produced and distributed 40 video logs in ASL to the community
• Created the first ever DCS annual report for fiscal year 2014/2015
• Developed over 60 flyers for events, community information and announcements
• Designed 4 new or updated brochures for various departments and the agency
• Increased Visual Designer position from part-time to full-time

“I wanted to tell you that I have been receiving a lot more information from DCS through Facebook and subscriber emails than before. It's really helped me know what is going on at DCS and in our Deaf Community. I really like that. Thank you!”

~Anonymous

COMPARING TWO FISCAL YEARS

• FY 2015 - 2016
• FY 2014 - 2015

SOCIAL MEDIA

DCS AVERAGE WEBSITE VIEWS

SUBSCRIBERS

5,248 6,279

20% INCREASE

7,229 7,941

10% INCREASE

1,316 1,074

23% INCREASE
DEPARTMENT SUMMARY

Deaf Community Services (DCS) provides American Sign Language interpreting services throughout San Diego County in a variety of settings; including Education and Community. Some interpreting contracts include but are not limited to, County of San Diego Probation Department, Comic-Con International, UCSD, Scripps and Kaiser Permanente. DCS is proud to use only nationally certified interpreters to cover all community assignments and either nationally certified or meeting the Educational Interpreter Performance Assessment (EIPA) requirement for Educational assignments.

NEWS & UPDATES

- Provided 758 hours of sign language interpreting to 30 deaf participants at Comic-Con International
- Coordinated and provided instructional training to hospital staff and clinic personnel on using and requesting sign language interpreters
- Partnered with the City of Carlsbad to provide Disaster Response Interpreting (DRI) for a simulation training event, resulting in 15 participants becoming certified DRIs
- Presented training skill and cultural training opportunities to interpreting staff and outside interpreters on a variety of topics: Educational Interpreting, Mental Health Training and Intersectionality

“DCS offers a wide variety of services, tactile, trilingual, Deaf and other highly skilled interpreters to fit any setting. I can always trust that DCS will send the best interpreters to fit my needs” ~Anonymous

COMPARING TWO FISCAL YEARS

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<tr>
<td>EDUCATION*</td>
<td>$2,561,716</td>
<td>$3,007,971</td>
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<tr>
<td>COMMUNITY**</td>
<td>Corrected from FY 14/15</td>
<td>3% INCREASE</td>
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<tr>
<td>TOTAL REVENUE</td>
<td>FY 2014/2015</td>
<td>FY 2015/2016</td>
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<td>$2,561,716</td>
<td>$3,007,971</td>
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*Student enrollment decreased from FY 14/15
**Corrected from FY 14/15
“I noticed the DCS website has more resources than other agencies in the state of California.” -Anonymous

DCS EVENTS

End of Summer BBQ
August 22, 2015

Deaf Unity Day
September 26, 2015

Town Hall Meeting
October 13, 2015

Toy Drive
October 25 - December 6, 2015

Holiday Party
December 12, 2015

Bowling Night:
A FUHraiser
October 17, 2015

Town Hall Meeting
January 16, 2016

Leadership Workshop
Andrew Phillips
February 25, 2016

Meet Deaf Professionals:
A Personal Perspective
March 14, 2016

Leadership Workshop
Isidore Niyongabo
April 26, 2016

DCS Casino Night
Fundraiser
May 21, 2016

Rock•Paper•Scissors Tournament
(National ASL Day)
April 15, 2016

Intersectionally Workshop
Hayden Kristal
June 18, 2016
CONTRIBUTORS

LOYAL SPONSORS

SORENSON COMMUNICATIONS
SAN DIEGO UNIFIED SCHOOL DISTRICT
SDG&E
PACIFIC PREMIER BANK
PURPLE COMMUNICATIONS
SAN DIEGO STAR WARS SOCIETY

COMMUNITY PARTNERS

LEGACY BREWING COMPANY
CORONADO COMMUNITY THEATRE
PEETS COFFEE
CHIPOTLE
AMAZON SMILE
UNITED WAY COMBINED FEDERAL CAMPAIGN

VOLUNTEERS

108 EVENT VOLUNTEERS
30 PROGRAM VOLUNTEERS
3,900 VOLUNTEER HOURS

INDIVIDUAL DONORS

LEAH AVILEZ
SUSAN BARMORE-WADE
TRACY BOLTON
SUSAN CROUCH
CAROLYN FADDIS
CINDY & MIKE FARNADY
PHIL HUBER
TOM HUMPHRIES
CAROL HUGHES
JOCelyn LOZIER
MALA POE
DOUG SAMPSON
LISA STIEFEL
JAMES WALSH
AUGUSTA WILSON

IN MEMORY OF

MARC MCMORROW
ERIC POE
CATHERINE WALSH
I am humbled and honored to be selected as position of Executive Director at Deaf Community Services. This agency belongs to the Deaf Community and it is my goal to work with the Board of Directors and dedicated staff to provide services that meet the needs of the community. We want to promote between the community and DCS, which is why we hosted two town halls to get feedback from you to develop an ongoing plan for the future. It is your input on what are the priorities and dreams of the community that drive DCS’ new strategic plan. This is what makes the agency strong and vibrant. It is your support that gives us the motivation and energy to strive for growth and innovation in our services and we appreciate your support!

This year was full of accomplishments for the agency! In 2015, with your help, DCS developed a new mission, vision and 3 year strategic plan. This plan provides the agency with direction and goals for the agency to pursue in the near future. Annually, we will meet with the community to determine the effectiveness of our programs and to identify any new priorities for the agency to follow based on the community’s needs.

DCS’ Employment Services Department grew to seven staff from the previous four! We are pleased to have added job development services and job coaching along with all other employment assistance services through our two EDD/AJCC offices in South Metro and North County Career Centers.

DCS also hired two full time deaf interpreters this fiscal year, increased our graphic artist position to full time and hired a new full time recovery specialist for the Signs of Life program giving them two staff.

We also opened a sober living home for deaf men, Signs of Change. This residential home has a house manager and 8 beds for deaf men in recovery who need a transition home to provide support and assist in their recovery. DCS’ has the only deaf managed recovery home in the country.

Finally, DCS received its first Comic-Con contract to provide interpreting services, participated in a county disaster drill using our Disaster Response Interpreters, hosted a Deaf Professional Panel for parents at the Early Hearing Detection and Intervention (EHDI) conference in San Diego, participated in 6 County of San Diego forums to determine priorities for Behavioral Health Services which resulted in deaf services becoming a county wide priority and partnered with KPBS’ “One Book, One San Diego” to provide books and a performance by the Adult Literacy trainees to deaf children at Lafayette Elementary School. DCS hosted events included the second Deaf Unity Day at Lincoln High School, the First Annual Bowling Night: A FUNraiser, Casino Night at the Acorn Casino, the End of the Summer BBQ and the annual Holiday Party, with the theme of “The Fantastic Chocolate Factory”.

Working together as a community strengthens the power of all the deaf people living in San Diego. DCS appreciates your support and your participation. Your endorsement gives DCS a strong local and national presence. Collectively, we can move mountains! Let us know how we can support you!

Respectfully,

Patricia Sieglen-Perry
DCS Executive Director