"To plant a GARDEN is to BELIEVE in TOMORROW," -Audrey Hepburn
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.

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

**EDUCATE** the community of the unique communicative needs, abilities and accomplishments of 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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Deaf Community Services staff and Board of Directors have many accomplishments to be proud of this year. First and foremost is the belief that our deaf youth are our future. It was clear from the town hall meeting that DCS needed to focus on providing services to deaf youth from birth through high school. In September, DCS hired a Youth and Family Services Coordinator to work with the Executive Director to develop programs to meet the needs and requests of the Deaf Community. It is my belief that collaboration is a great way to achieve more with combined resources; together is better! In this spirit DCS partnered with Madison High School to operate the e5 after school program, with Big Brothers Big Sisters of San Diego County to develop a deaf youth mentor program, and with CSUN to provide a free Family ASL class complete with child care. DCS also held its annual free Deaf Youth Literacy Camp (DYLC) for 30 deaf youth and hosted a statewide training for a future Early Intervention Deaf Mentor Program at DCS! This was truly an exciting year for Youth Services.

Another accomplishment was the establishment of Signs of Change (SOC) recovery home for deaf men; a beautiful 5 bedroom home which houses 8 residents and a deaf house manager. Deaf people in recovery need a sober living environment where communication is in ASL and recovery can be facilitated by deaf individuals who themselves are in recovery. Utilizing this model, SOC house boasts only a 25% relapse rate which is an amazing statistic of which we are very proud. Next year, we hope to establish a women’s sober living home as well.

DCS continues to be the leader in the provision of interpreting services in San Diego County and only provides certified interpreters to the Community. In addition, DCS hired two deaf interpreters on staff to augment our highly qualified team.

The Board of Directors has shown a wonderful commitment to the agency and has been instrumental in developing DCS’ strategic plan. This plan provides a “map” to give the agency direction based on the needs and observations of the Deaf Community and DCS staff. DCS is committed to continue receiving feedback to determine the best course of action for the future. We are grateful to you, the Board of Directors and the wonderful staff who keep the agency moving in a positive direction.

Sincerely,

Patricia Sieglen-Perry
I am pleased to report that DCS had yet another successful year!

Under the leadership of our Executive Director, Patricia Sieglen-Perry, progress was made toward our three-year strategic goals. Youth & Family Services was formed with the hire of Nick Roguemore in early 2016. Under his leadership, after-school programs were formed to provide support to Deaf students. New ASL classes were offered to families with Deaf children. 30 some Deaf children attended our annual Literacy Camp in Campo. A partnership was created with Big Brother Big Sister to provide Deaf role models and mentoring to Deaf children.

Signs of Change was also set up to provide continuing post-recovery support of recovering Deaf individuals. A house consisting of nine beds was leased. It has for the most part been 100% occupied! It is staffed by an experienced Deaf manager. The home was fully furnished with donations from contributors like you.

On May 7th, 2017, a Gala titled “A Feast for Your Eyes” was held to raise funds for the two programs listed above. 175 attendees were regaled to an evening of festivities and auctions at the beautiful Coronado Community Center. $15,000 was raised! Kudos to the Fundraising chair, Mala Poe, and her committee for their fine efforts! We look forward to seeing you again at our next Gala!

We are always interested in learning more about you and what DCS can do for you! A townhall was held in January 2017 to collect feedback from the community. As in past years, the board will hold our annual retreat to consider information gleaned from the townhall feedback and strengthen our strategic goals to better address changing community needs. Our strategic goals can be found on our web site.

We are continuously seeking to expand our board with skilled and experienced individuals in areas of fundraising, financial and investment management, and human relations. If you are interested or know of one, please do not hesitate to contact us!

The Board appreciates the efforts of Patricia and her staff in implementing new services, managing our existing resources and ensuring that our evolving community needs are addressed.

As you may know, DCS fully embraces the philosophy of “of, by and for the Deaf” philosophy. The majority of the board and staff are Deaf. DCS would not be where we are today without your contribution, support and encouragement today! We are fully appreciative of your dedication, devotion and loyalty to the mission and values of DCS and we look forward to continuing that special relationship.

Cordially,

Doug Sampson
GROWTH
FISCAL YEAR
2016 - 2017

YOUTH & FAMILY
HANDS ON HAND
A Mentoring Program for Deaf/Hard of Hearing Children
PARTNERSHIP WITH BIG BROTHER BIG SISTER

LITERACY
139%
INCREASED 1:1 ADVOCACY

MEDIA
30%
MORE VIDEO LOGS

EMPLOYMENT SERVICES
2,749
PROVIDED 1:1 JOB COUNSELING SESSIONS

BEHAVIORAL HEALTH
50%
OUTREACH/CULTURAL COMPETENCY TRAININGS

INTERPRETING
351
ADVOCACY TRAININGS PROVIDED

SIGNS OF LIFE
284
CLIENT GROUP SESSIONS

CLUBHOUSE
174
MEMBER WORKSHOP OPPORTUNITIES

DEAF COMMUNITY SERVICES
ACCOUNTING
SUMMARY/ACHIEVEMENTS
DCS’ commitment to invest back into the Deaf Community through the development of our Youth and Family Services program drove program expenses up in Fiscal Year 2016/2017. With the outstanding financial performance of DCS’ fee for service programs in prior fiscal years, DCS was able to fulfill its promise to create this important program while working to secure ongoing funding for future years. These fee for service departments, Interpreting Services and Adult Literacy, generate income for DCS to support direct program services such as Deaf Youth Literacy Camp, Early Intervention Deaf Mentor program and Signs of Change recovery home which are so vital to the community.

FINANCIALS
FISCAL YEAR
2016 - 2017

REVENUES
$4,251,007

EXPENSES
$4,307,312

STAFF
FISCAL YEAR
2016 - 2017

HUMAN RESOURCES
SUMMARY/ACHIEVEMENTS
In Fiscal Year 2016/2017, DCS hired 12 new staff members as compared to 19 the previous year. The workforce average remained steady at 46 employees. The DCS administrative team continued the tradition of planning a fun filled Staff Appreciation week in April. This year the staff enjoyed a day long scavenger hunt in downtown San Diego that incorporated team building and fun activities along with lunch at Basic Pizza. We also hosted an offsite end of year celebration at 94th Aero Squadron where we looked back on our successes and growth as an agency. Benefits Open Enrollment was successful with 96% of staff utilizing medical, dental, vision and other benefit options.

DEMOGRAPHICS
% OF DEAF STAFF

- BHD: 50%
- SOL: 100%
- CH: 100%
- ESD: 40%
- MED: 100%
- YFS: 100%
- INT: 18%
DEPARTMENT
SUMMARY/ACHIEVEMENTS
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.

During the fiscal year, the Behavioral Health Counseling Department began various successful support groups, applied for and was awarded a $10,000 grant for client emergency needs through Change A Life Foundation and increased service and average billing productivity by 41%.

SERVICE HOURS
1,079
FY 2015-2016: 838

CLIENTS
67
AVERAGE #/MONTH

PRODUCTIVITY
58%
AVERAGE/YEAR

DEPARTMENT
SUMMARY/ACHIEVEMENTS
The DCS’ Signs of Life Program (SOL) offers comprehensive outpatient drug and alcohol treatment for deaf, hard of hearing, deaf-blind and late deafened adults. Additionally, DCS operates one of the few sober living homes for deaf men in recovery that is fully managed and occupied by deaf and hard of hearing clients. The home, aptly named Signs of Change (SOC), provides housing for 8 deaf men and DCS is actively looking to open another home for deaf women.

The SOL Program, along with the SOC house was incredibly impactful this year. The number of SOL clients served increased by 35% and the stability of the SOC house has resulted in more successful outcomes for clients in recovery.

CLIENTS
46
# OF CLIENTS/YEAR

GRADUATES
6
FY 2015-2016: 3

CONTACTS
3,059
CLIENT INQUIRES
The DCS Clubhouse is a day based recovery and activity center that provides peer-to-peer support in order to promote healthy living, reduce the risk of 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.

The DCS Clubhouse had an exciting and challenging year. With a new location in National City, came a period of transition. Despite this, the DCS Clubhouse continues its work to increase the number of member visits, workshops provided and total members served.

### MEMBERS
2,900
FY 2015-2016: 3,711

### CLIENTS
59
# OF CLIENTS/YEAR

### EMPLOYMENT SERVICES
DCS contracts with the Employment Development Department (EDD) to provide Employment Services for deaf and hard of hearing job seekers throughout San Diego County. With two locations, North County Coastal Career Center in Oceanside and South Metro Career Center in San Diego, DCS staff members provide services including client outreach, job development, pre-employment skill development, job coaching and placement, job development and interpreting services.

During the fiscal year, the Employment Services Department increased the total number of job placements by 35% compared to the prior year for a total of 74.

### PLACEMENTS
74
FY 2015-2016: 55

### ONE-ON-ONE
31%
INCREASED BY

### WORKSHOPS
101%
INCREASED BY
### Adult Literacy

The Language, Employment, Assessment and Development Training Program (LEAD) at DCS provides intensive small-group and individual instruction to adult native-born and immigrant deaf adults to establish or improve their 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 into community college programs.

During the fiscal year, the LEAD Program had an average of 15 Trainees enrolled and in attendance each month with 6 graduates obtaining a certificate of completion.

### Advocacy

<table>
<thead>
<tr>
<th># of Meetings</th>
<th>Workshops</th>
<th>Graduates</th>
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<tr>
<td>351</td>
<td>FY 2015-2016: 12</td>
<td>15</td>
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### Department Summary/Achievements

The Youth and Family Services program was established as part of DCS’ Strategic Plan and hired a Youth and Family Services Coordinator in September 2016. This program offers a variety of programs, including the e5 After School Program, Big Brother/Big Sister Hand-in-Hand Mentorship Program, Deaf Youth Literacy Camp (DYLC) and also partnered with California State University, Northridge to provide Family ASL Classes.

In May of 2017, DCS established a partnership with Big Brothers/Big Sisters of San Diego County to develop unique program for deaf youth which matches deaf mentors. This year was just the beginning for Youth and Family Services, with much more on the horizon!

### Youth & Family Services

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<thead>
<tr>
<th>Attendees</th>
<th>Students</th>
<th>Campers</th>
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<tr>
<td>Family ASL Class: 451</td>
<td></td>
<td></td>
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<tr>
<td>Over 22 weeks</td>
<td></td>
<td></td>
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<tr>
<td>Students: 5</td>
<td></td>
<td></td>
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<tr>
<td>Over 17 weeks</td>
<td></td>
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<tr>
<td>DYLC Camp: 35</td>
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<tr>
<td>6 days &amp; 5 nights</td>
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DEPARTMENT
SUMMARY/Achievements
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. The Media department uses its outlets to promote community events like the DCS BBQ, DEAFestival, Holiday Party, Deaf meetups, Leadership workshops, conferences and more. DCS strives to make a positive impact in the lives of the community by spreading awareness and works to collaborate with other agencies to reach people not just locally but nationwide.

VIEWS
8,119
AVERAGE WEBSITE

NEWSLETTERS
1,446
SUBSCRIBERS

SOCIAL MEDIA
7,199

DEPARTMENT
SUMMARY/Achievements
DCS provides American Sign Language interpreting services throughout San Diego County in a variety of settings; including Education (K-12, as well as Colleges and Universities), Medical, Employment, Emergency, Community and more. Some interpreting contracts include but are not limited to, County of San Diego, Comic Con International, UCSD, Scripps, Rady Children’s Hospital and Kaiser Permanente. Deaf Community Services proudly uses nationally certified interpreters to cover all community assignments and either nationally certified or meeting the Educational Interpreter Performance Assessment (EIPA) requirement for Educational assignments.

REVENUE
$2,450,950
FY 2016/2017

$3,007,971
FY 2015/2016

EDUCATION
1,608
# OF REQUESTS

COMMUNITY
5,947
# OF REQUESTS
"Joining the Family ASL class at DCS has been such a blessing to our family. We’ve learned so much about ASL and Deaf Culture and have felt so welcomed by everyone there. We love that all our kids (one hearing and two deaf) are able to be around amazing deaf adults each week! It’s very important to us that our boys grow up with a sense of pride in their deafness and this has been a great place to start that."

"I really appreciate how DCS Job Services Department helps deaf people find jobs and stay positive. I liked learning how to do job interview practice and pre-employment paperwork. DCS helped me get my job, and I have been working for over a year now! If my boss plans a meeting, they provide an interpreter. I will contact DCS for good future jobs. DCS is doing a great job! It’s so awesome..." -Anonymous

"I met a trainee’s father last week and he was very happy that after his daughter attended the program at DCS, she became more independent and is always smiling. This makes me happy because all of us worked to help her change her life by putting her best foot forward." -Anonymous

"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." -Anonymous

"After years of therapy, a client was finally able to change her negative thinking and perspective on life which allowed her to live a more positive lifestyle." -Anonymous

"Thank you for helping me learn how to open my subscriber emails. I really enjoy reading the information and events every week." -Anonymous

"Brilliantly visible and top notch videos, flyers and pictures representing DCS well. Their website has a great array of information, programs, and services for all ages." -Erica Hossler

"I am glad to be here at SOL because I have earned a lot from SOL education. The counselors are the best and support us in our recovery. I will tell other Deaf people who need help to go to SOL.” -Anonymous

"The gift of your help, time, and support means more than anything... You provide the very best service... I am comfortable and satisfied." -Anonymous

"Brilliantly visible and top notch videos, flyers and pictures representing DCS well. Their website has a great array of information, programs, and services for all ages.” -Erica Hossler

"DCS Employment Services truly helped me understand the employment application process and prepared me through mock interviews. I am able to maintain a strong job performance because of the DCS’ Employment Services Department. I love my job!" -Anonymous
Big thanks to all our volunteers throughout the year!

Excellent outdoor activities, catering and social event!!!

SAN DIEGO DEAFESTIVAL

1,373 TOTAL ATTENDEES

65% INCREASED

25 COMMITTEE MEMBERS

110 EXHIBITORS

NEW LOCATION

BOWLING

80 ATTENDEES

$1,035 AMOUNT RAISED

TOY DRIVE

13 FAMILIES

24 CHILDREN

HOLIDAY PARTY

381 ATTENDEES

INTERPRETING

RECOVERY SETTINGS WORKSHOP

35 ATTENDEES

$1,773 AMOUNT RAISED

GALA

176 ATTENDEES

$5,175 SILENT AUCTION

$9,850 SPONSORS/TICKETS

$15,025 TOTAL AMOUNT RAISED

SDDSC

45 MEMBERS

San Diego Deaf Senior Citizens established on June 7, 2017

124+ VOLUNTEERS

235 ATTENDEES

CULTIVATING GREATNESS
"My Deaf/Hard of Hearing students came back from camp very excited and enthusiastic. I could see they had such fond memories from camp. There was a special connection between those students."
- Anonymous
Thank you for helping us plant our seeds

A Well Lived Life
Tracy Bolton
Jang Chen
Kimberly Coles
Susan Crouch
Heather Doty
Matt Ellis
Lauren Gordon
Marla Hatrak
Tom Humphries
Dennis Mauricio
Mike Milbern
Adrian Pearson
Mala Poe
Jillean K. Reitz
Kristin Salada
Doug Sampson
Jean Sampson
Thomas Schlegel
Katelyn Schuler
Debra Sullivan
Michael Calzo Sullivan
William Weatherford
Michael Welzman

Thank you for helping us harvest our potential

Lion’s Club San Diego
Welfare Foundation
Sorenson
SDUSD
Buchanan Parsons Trust
SDG&E
DawnSignPress
Purple
UC San Diego
Vice Chancellor
Equity, Diversity, and Inclusion
Samuel Lawrence Foundation
Pacfic Premler Bank

OUR DONORS

SPONSORS
“DCS continues to focus on our core Community needs through the expansion of our services. This year with a focus on Youth and Family Services, we made huge strides in the belief that deaf youth are our future, DCS is proud of the accomplishments made this year and excited for more growth and expansion in the future. We couldn’t do it without our dedicated and hardworking staff members and the wonderful Community we serve.”

-Patricia Sieglen-Perry