As Chair of the Board of Directors and Executive Director of Deaf Community Services (DCS), we are proud to share the accomplishments DCS made this year. As you will see, there was a lot of growth and expansion within the agency.

After a two-year request to the California State legislature, DCS was awarded additional funds through the California Department of Social Services (CDSS) and established and hired four new deaf advocates and established a new Department called Client Support Services (CSS). Recognizing the growth in population in North County, DCS opened a new satellite office in Vista in April, 2018. Two of the advocates are housed in the new office.

Included with the expansion were new positions for a Youth and Family Services Assistant, a Digital Media Specialist, an Office Manager position in Interpreting as well as the implementation of new software program called Usked for scheduling interpreters.

DCS became Drug Medical Certified (DMC) by the State of California this year and is the only outpatient program for deaf individuals in recovery with that certification in California. In addition, the Signs of Life (SOL)
recovery program is the only outpatient program in the United States that is operated by a deaf run agency! DMC Certification allowed us to expand the recovery program and more than tripled the budget. The SOL program moved downstairs to the first floor and occupies one wing of the DCS Headquarters building. Three new positions were added for a total of five in the SOL program. In July, DCS realized the goal of opening a new sober living home in Fletcher Hills for Deaf women which can house up to 8 women and a house manager. We are thrilled to have the only recovery homes for deaf men and women in the country!

Also, this year, the DCS Board hosted a fabulous Bowl-a-thon themed “Be a Hero” in April which raised $14,000 for the Hand in Hand mentor program under DCS Youth and Family Services, which partners with San Diego Big Brothers and Big Sister agency. The Bowl-a-thon event had all 40 lanes of Kearny Mesa bowl communicating in ASL. There were wonderful creative costumes and great prizes for all!

This was a banner year for DCS! Thanks to the Board, staff, the San Diego Deaf and Hard of Hearing Community, community partners and our wonderful donors for making this year an amazing success!

Patricia Sieglen-Perry  
EXECUTIVE DIRECTOR

Doug Sampson  
BOARD CHAIR
FINANCIALS

EXPENSES
$4,628,186

REVENUES
$4,855,087
## HUMAN RESOURCES

<table>
<thead>
<tr>
<th>Retention, % of Staff</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>10+ Years</td>
<td>8%</td>
</tr>
<tr>
<td>5-9 Years</td>
<td>13%</td>
</tr>
<tr>
<td>3-4 Years</td>
<td>15%</td>
</tr>
<tr>
<td>2 Years</td>
<td>10%</td>
</tr>
<tr>
<td>1 Year</td>
<td>19%</td>
</tr>
<tr>
<td>&gt;1 Year</td>
<td>35%</td>
</tr>
</tbody>
</table>

All data as of 06/30/2019

## STAFFING

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Hires</td>
<td>16</td>
</tr>
<tr>
<td>Workforce Average</td>
<td>41</td>
</tr>
<tr>
<td># of Employees</td>
<td></td>
</tr>
<tr>
<td>Benefits Participation</td>
<td>97%</td>
</tr>
<tr>
<td>401K Participation</td>
<td>39%</td>
</tr>
</tbody>
</table>

HUMAN RESOURCES
BEHAVIORAL HEALTH

AVERAGE CLIENTS PER MONTH ........... 40
MEDICAID/MEDICARE CLIENTS SERVED.... 84
UNINSURED CLIENTS SERVED............... 125
COMPLETED TREATMENT SERVICES ....... 40
EMPLOYMENT SERVICES

PLACEMENTS ............................... 44
CLIENT COUNSELING SESSIONS ...... 4,435
EMPLOYMENT WORKSHOPS/TRAININGS .. 134
EMPLOYER INQUIRIES .................... 535
DEAF AWARENESS TRAININGS ........... 130
DCS CLUBHOUSE

UNDUPLICATED MEMBERS .................. 128
MEMBER CONTACTS/SUPPORT .............. 2,853
MEMBER-LED WORKSHOPS .................. 98
FIRST-TIME EMPLOYMENT IN THE COMMUNITY .................. 10
SIGN OF LIFE RECOVERY PROGRAM

UNDUPLICATED MEMBERS .................. 43
SERVICE INQUIRIES ....................... 1,867
GRADUATES ................................. 8
GROUP PRESENTATIONS .................... 10
RECOVERY CAMP ............................. 15

Supported 15 attendees to participate in the camp in Seabeck, Washington.
MEDIA

SUBSCRIBERS: 2,503
SOCIAL MEDIA FOLLOWERS: 16,099
FLYERS RELEASED: 122
VLOGS RELEASED: 100
YOUTH & FAMILY SERVICES

FAMILY ASL ........................................ 1,366
ATTENDEES (35 SESSIONS)

e5 AFTER SCHOOL PROGRAM ............ 35
(54 SESSIONS)

HAND IN HAND MENTORSHIP PROGRAM .... 3 MATCHES

EARLY INTERVENTION MENTORSHIP PROGRAM .................. 11 FAMILIES

TOY DRIVE ........................................ 11 FAMILIES (29 CHILDREN)
ADULT LITERACY

LEAD TRAINEES: 13
PVSA PARTICIPANTS: 10
DOR REFERRALS: 29
WORKSHOPS/PRESENTATIONS: 16
## Client Support Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unduplicated Clients</td>
<td>146</td>
</tr>
<tr>
<td>(Headquarters &amp; North County Office)</td>
<td></td>
</tr>
<tr>
<td>Client Contacts/Support</td>
<td>1,387</td>
</tr>
<tr>
<td>(Headquarters &amp; North County Office)</td>
<td></td>
</tr>
<tr>
<td>Referrals</td>
<td>3,322</td>
</tr>
</tbody>
</table>
INTERPRETING

INTERPRETING REQUESTS .................. 6,988
UNDUPLICATED CLIENTS .................. 270
REVENUE .................................. $2,278,352
Events

- Deaf Youth Literacy Camp
  July 8 - 14, 2018

- End of Summer BBQ
  August 25, 2018

- Once Upon A Time Gala
  September 22, 2018

- San Diego DEAFestival
  October 13, 2018

- Holiday Party
  December 1, 2018

- End of Year Celebration
  December 14, 2018
EVENTS

Spaghetti Dinner Fundraiser
February 2, 2019

CSS Open House NCO
March 28, 2019

Town Hall Meeting
March 23, 2019

Staff Appreciation Week
April 22 - 26, 2019

Bowl-A-Thon Fundraiser
April 27, 2019
“I am an ASL student and learn a lot from this page. It also helps me find events to go and meet people!”  - Corie Anne

“E5 is the best club I ever attended throughout my high school years.”  - Arath Salgado

“I loved the program, it gave me a boost in wanting to learn more ASL. I hope to see more classes/activities, and learn a lot more from the program.”  - Anonymous

“I am grateful for Client Support Services because they helped me sort through important paperwork and documents that were challenging for me to understand. They are good people who work hard for the community.”  - K.B.

“Great service provided to the Deaf and Hard of Hearing community.”  - Monique Allen
THANK YOU . . .
DONORS
SPONSORS
VOLUNTEERS

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