

# 2016 ANNUAL REPORT





## Message from the President

As we start our new fiscal year, I want to take a moment to thank you for your continued support and commitment to the more than 1,900 infants, adolescents and adults with developmental and intellectual disabilities that HGH supports in San Diego and Imperial Counties! Without you, we would not be able to fulfill our mission – “to improve the lives of those we serve.”

As I look back over this past year, the first thing I see is an outstanding group of volunteers, donors, family members, Board of Directors, Board of Governors, staff and exceptional community support. Without you and your efforts, HGH would not be as successful as we are today.

None of us can predict what this new fiscal year will bring as there are significant unknowns regarding funding and reimbursement from the State of California for community based providers like HGH. I am confident, however, that whatever comes our way, we will continue to work together for the best possible outcome, just as we have done for almost 50 years!

In closing, I want to assure you that I am committed to accountability and efficiency. Every donor dollar and every penny that comes into HGH is spent wisely in order to give our clients the quality of life they deserve – something we all strive for.

If you have any questions or would like to learn more about HGH, my door is always open.

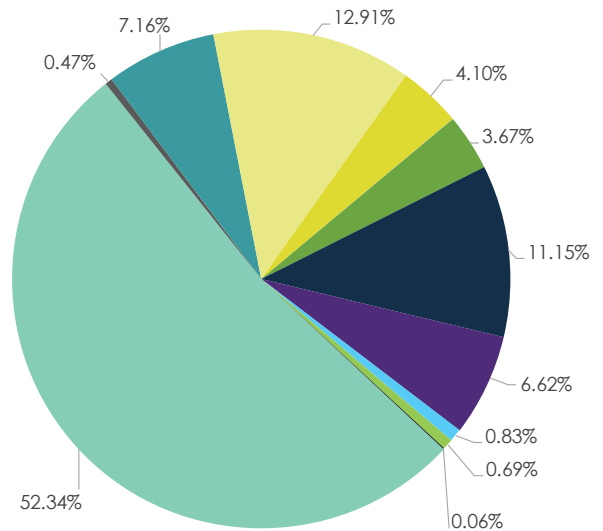
With warmest regards,

President & Chief Executive Officer

# Your Gifts In Action - 2015-2016 Financial Results

## Consolidated Income

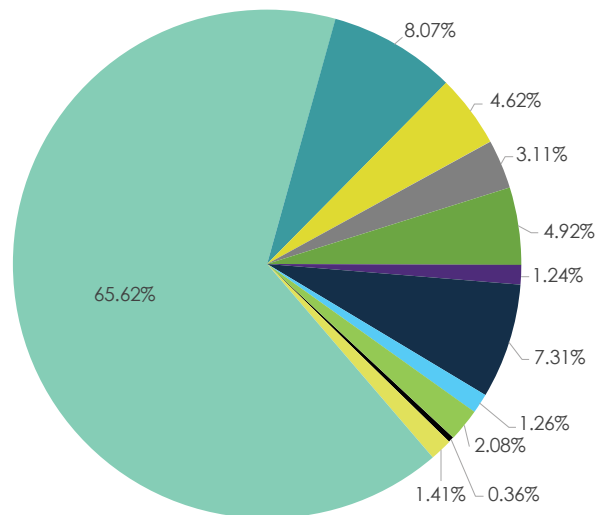
Program - Residential ICF	\$10,290,653	52.34%
Program - Residential CCL	2,538,134	12.91%
Program - Respite	2,191,304	11.15%
Contributions, Grants, and Special Events	1,407,275	7.16%
Transportation Income	1,300,845	6.62%
Program - CLP, IDA, AFHA, Life Planning	805,600	4.10%
Program - Early Childhood Development	722,304	3.67%
Other	163,800	0.83%
Rental	135,479	0.69%
HUD	92,712	0.47%
Investment Earnings	11,568	0.06%
<b>Total</b>	<b>\$19,659,674</b>	<b>100%</b>



ICF - Intermediate Care Facility, CCL - Community Care Licensing, CLP - Community Living Program, AFHA - Adult Family Home Agency

## Consolidated Expenses

Program Salaries and Related	\$12,394,038	65.62%
Admin & FR Salaries and Related	1,524,830	8.07%
Facility	1,380,066	7.31%
Travel and Transportation	928,387	4.92%
Supplies	872,554	4.62%
Purchased Services	587,755	3.11%
Depreciation	393,122	2.08%
Community Outreach and Special Events	266,872	1.41%
Other	237,867	1.26%
Interest	234,659	1.24%
In Kind	68,291	0.36%
<b>Total</b>	<b>\$18,888,441</b>	<b>100%</b>



Financials reflect fiscal year 7/1/15-6/30/16. HGH is proud to report that 90 cents of every dollar generated this year directly supports our programs and services.

# Home of Guiding Hands is Community,

**Mission:** To improve the lives of those we serve.

**Vision:** To be recognized as the premier provider of a dynamic spectrum of individualized services supporting persons with special needs.

**At Home of Guiding Hands We:**

- Provide high-quality person-centered services as determined by the needs of customers and clients
- Advocate for individuals and families to enhance their quality of life
- Are a dynamic organization that is forward-thinking and uses our resources wisely
- Act with integrity and professionalism, and treat all persons with respect
- Encourage and support open and honest communication and mutual respect throughout the organization
- Value accountability to our service recipients, donors, community partners, community and ourselves
- Operate in a fiscally responsible, sustainable, and effective manner
- Value our staff and encourage teamwork

Honoring and supporting individuals who want to live independently.



## Andrea - age 31

Andrea's ability to live independently shines through in all that she does. She's finishing her Masters in Vocational Rehabilitation Counseling at SDSU and working two jobs: one as an educational technician and the other as a receptionist for the High Tech Center for Students with Disabilities.

Prior to Andrea receiving services from our Community Living Program, she struggled to stay organized with her time and had to rely on friends to get her places. With the help of her counselor, Andrea has learned how to balance her life between school, work and having time for herself.

When asked how her life has changed, Andrea says, "I don't have to worry about my basic needs being met. I am confident that if I have a situation I need help with, my counselor is just a phone call away. I'm more independent and can get out in the community by myself. I feel like I make a difference!"



HGH is more than just a place to live; it's a place to thrive.

### **Jake - age 64**

Jake's smile and laugh light up any room. He attributes this happiness to his new living arrangement. Last December Jake made the decision to move into a residential home as the only male in a house full of women.

Jake has thoroughly embraced his new home and has become one of the family. He has his own set of chores including taking the trash out and loading the dishwasher after dinner. When asked what he enjoys most in his new environment, he said "going to the El Cajon car show" - one of his favorite hobbies is collecting model classic cars.

Prior to living in a residential setting, Jake accessed a variety of other programs to assist him, beginning when he was just a teenager. He started out at our Lakeside campus and later moved into his community with a roommate where he received services through our Community Living Program.

As Jake reached his early 60's, he realized he wanted something different for himself. His family was more than supportive of this decision. With the help of staff and his roommates, Jake has transitioned well and is thriving at Greencastle Home. When you ask Jake how he likes his new home, you can't help but experience his joy. He gives you that priceless smile and shouts "I love it here!"

# Inclusion, Acceptance and Innovation.

## What we do:

For the past 49 years, HGH has been providing a continuum of services for all ages: early childhood development serving infants and toddlers; residential services for children, adolescents and adults; in-home respite serving all ages; a community living program; counseling and family support services; and a variety of quality of life programs in San Diego and Imperial County.

We believe that individuals thrive when they can direct their own lives in a setting that offers a more fulfilling lifestyle, provides individualized attention, increases opportunities for self-sufficiency, and encourages greater community integration and access. These are the guiding principles behind everything we do at HGH.

## Who we are:

We are partners, facilitators, community members, and teachers for the individuals and families we serve.

## HGH empowers families through a broad range of support services.

### Michael - age 32

When Megan and Michael met in high school, neither of them would have guessed they'd have a friendship years later. Megan was Michael's peer tutor in high school, and now, 14 years later, she's his respite worker.

Life is very immediate for Michael. His actions can be impulsive and at times unsafe. Megan spends much of her time with him in the community where safety and impulsivity are a large part of what they focus on.

At the end of their day, they make it a point to sit down with Michael's mom, Kathie, while Michael recaps three things that happened that day. They discuss his improvements and new things they can work on together. Kathie appreciates Megan's flexibility in scheduling outings for Michael and has seen tremendous growth in her son.

Michael is an extremely friendly and loving individual. He'll continue working on his safety skills but has Megan, his buddy, to help him enjoy his community. And that, is quality of life for Michael.



Achieving independence through guidance and training, while promoting self-advocacy and family inclusion.

### Sam - age 18

Sam was born happy. His parents would often say, "He smiled first, asked questions later." Then at 18 months of age, everything changed. Sam became easily agitated and often angry. Once he learned to talk he was verbally abusive to his family and teachers almost daily. Eventually Sam became as physically big as his anger. This caused concern for their safety.

After a difficult family vacation, Sam's parents realized their efforts to help Sam were failing. They made the decision to look for a home for Sam where more help would be provided.

In May of 2015, Sam entered our Residential Program and moved into the Tavi house. From the moment Sam's mother, Amy, stepped in the home, she knew it was the place for Sam.

Since then they have seen tremendous change in Sam. Amy says, "The staff at Tavi house are patient, caring and consistent. He's getting what he needs there and has established friendships!" When he comes home on weekends, Sam says to Amy, "Mom, I don't want to hurt your feelings but can I go home? I want to hang out with my friends." This is exactly what they wanted for Sam, to grow and begin a life for himself.





Family-centered, relationship-based, culturally-responsive and tailored to each child.

### **ZiAire - age 3**

ZiAire is a bright, curious little boy with a laugh so contagious you can't help but join in. This wasn't always the case. As a baby, he was exhibiting behaviors very concerning to his grandmother and caregiver, Maxine. ZiAire was withdrawn, made little eye contact and had difficulty sleeping. At the age of 18 months, he could speak just five words and was delayed in developmentally appropriate activities like stacking blocks and using a spoon.

It was at 18 months that ZiAire began receiving the therapies he needed. These included in-home services from our Early Childhood Development Program. Through play-based therapy, which supports young children in learning new skills and includes parent coaching, ZiAire began to show noticeable changes. He was interacting with other children and was better able to express himself with both words and by using body language as a form of communication.

ZiAire is three years old now and has grown in leaps and bounds. He's all smiles and full of curiosity. Thanks to the dedication of his grandmother in seeking out and participating in early intervention services, ZiAire is thriving today!



## Honoring choice, connecting individuals, and supporting family life.

### Terry - age 61

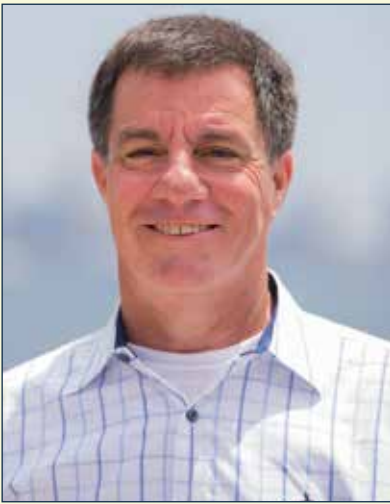
Terry chose an exciting new path for her life this past year. She moved from a group home setting to living in Lakeside with just one roommate.

Stephanie is an employee of the school district and works with children diagnosed as having developmental disabilities. She was looking to make a change in her life since her children are grown and living on their own. Stephanie and Terry each shared the desire to live with a companion.

Terry's family and network of support staff knew she wanted something more for herself. They all encouraged her along the way. Terry is now an active participant in the everyday household activities and is involved with various social happenings with Stephanie.

Terry also enjoys her nearby day program which she attends while Stephanie is at work. She'll tell you her favorite time of the day comes when she is able to draw. Anyone who has seen her drawings will agree she has true talent. But nothing compares to the happiness Terry exudes when at the end of the day, she re-unites with her new companion Stephanie. There is no denying their friendship and loving bond. According to Terry's sister, Terry has found her "forever home."





**Michael Harris**  
Board Member of the Year

Michael joined our Board of Directors in 2011. His commitment to HGH was evident from his first day on the Board! Michael quickly rose to a leadership position serving as Chair of the Business Management/ Finance Committee. He also chairs the Investment Committee, is the Board representative on the HGH Audit Committee and recently signed on as a Capital Campaign committee member.

Michael's passion for supporting individuals with developmental and intellectual disabilities comes from personal experience. His sister has been with the HGH Community Living Program since 2009. He and his entire family are committed to our mission. They've all demonstrated their generosity and devotion by serving on the event planning committees, sponsoring events, and attending our annual fundraisers.

We are thankful for Michael's dedication, passion and service.



**Jonathan Uslaner**  
Volunteer of the Year

Jonathan came to HGH as a volunteer and a participant at our Annual Golf Classic. He had the opportunity to meet some of the clients who come out every tournament to high five the players as they head out to the course. Jonathan was hooked!

As the holidays approached, he planned a special visit to introduce his family to the clients at Bisby Lake Home. They celebrated Thanksgiving and played board games all night. They've since spent time at two of our other homes playing basketball, practicing yoga and enjoying dinner with the residents. Our clients and direct care staff have expressed how much they've loved getting to know Jonathan and his family. He has certainly had an impact on the lives he's touched at HGH.



**Tisha & Rob Freitas of Quick Dry Flood Services**  
Community Partner of the Year

Tisha and Rob wholeheartedly believe in helping others pursue their dreams regardless of their ability.

This year alone, Quick Dry sponsored the Annual Golf Classic, supported the Randy Jones 2K/8K and was a major contributor to the Cabaret Rouge Gala. Last December, they became a first time holiday sponsor for Sequoia Home and went above and beyond with their gift giving. Tisha brought her children to personally deliver the gifts and share in the celebration with the residents. In Tisha's words, "It's important for all to know that contributions can be made, not only financially, but also by donating your time. It's true that every penny counts, but your individual involvement and raising awareness holds great value."

## Thank You For Giving!

*Donor list reflects gifts July 1, 2015 through June 30, 2016.*

*Every effort has been made to recognize all our donors.*

*We apologize for any errors or omissions, and extend our deepest gratitude for any support that may have gone unrecognized.*

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## Save the Dates

**Saturday, February 25, 2017: Randy Jones 2K/8K at De Anza Cove**

**Saturday, June 24, 2017: HGH Annual Gala at The US Grant**

For more information about HGH events, contact Jessica Brandon at 619-938-2854  
or [jessica@guidinghands.org](mailto:jessica@guidinghands.org)