

SERVICE COORDINATION

EMBRACING OUR CORE VALUES

ANNUAL REPORT 2017



CORE VALUES



Fostering Empowerment and Self Direction

Providing Support

Promoting Informed Choice

Coordinating Family/Person-Centered Services

Sharing Information

Advancing Inclusion

Respecting Partnership

Embracing Excellence and Innovation

Demonstrating Leadership

Service Coordinators are our clients and families' main point of contact at Harbor Regional Center. As the face of Harbor Regional Center, we prepare our Service Coordinators to embrace and embody our mission and core values as they work with our clients and families. We value our relationship with all our partners, especially our clients and families, with whom we share responsibility for facing challenges and achieving results. We are committed to working together with a common sense of purpose, to achieve the vision and mission we have established.

Our Service Coordinators understand that developing this relationship, and earning the trust of our clients and families is the foundation for everything we do. They are caring individuals who – first and foremost – strive to get to know each individual client and family very well.

“Thank you so very much for being such an advocate for our family. Sharing my family experience with you does not leave me feeling vulnerable, but filled with faith that we are not alone in the care of our Justin.”

Harbor Regional Center Service Coordinators are professionals in the area of developmental disabilities. They work with clients and families to help them obtain information about the resources, supports and services that they may need. Service Coordinators become specialists with detailed knowledge about the needs and services for clients in their assigned age range and geographical area.



“Johanna has kept me in the loop with everything going on and has gone above and beyond for us. She has made this whole process easy for me. She listens to my concerns and takes necessary actions to get us what he needs. I cannot express how grateful I am that we have her on my son’s side.”



They do so by helping to identify strengths and capabilities, listening to concerns and priorities, assisting our families to obtain information and learn more about their family member’s disability.

“Whenever we’ve had questions, Rachel has either answered them directly, or after researching the answer, has gotten back to us promptly. She has been amazingly supportive of ensuring our son has high expectations, with goals written in such a way that facilitates his continuing supports and ongoing progress.”

They support the individuals and families we serve to make informed decisions and choices for their family member, helping them to develop plans so that they will get the help or results they want, and finally, coordinating the supports and services they need to achieve those results.





“Regardless of the challenges, and the services needed to support my family’s needs, your staff have been awesome at tackling each problem one-by-one, including coordinating my son’s annual reviews, even when the parents’ schedules conflict, assisting us with respite services for my sons when needed, recommending additional services that support a working parent, educating us on other systems of care to empower our decision-making, and representing us with other organizations who offer other resources.”

Of course, communication is key. Harbor Regional Center has a multi-cultural staff which reflects the ethnic and cultural diversity of our service area, and allows us to listen, understand and support our families who are from many cultural backgrounds, and who speak many languages. In addition to English, we, too, speak many languages including Spanish, Khmer, Korean, Vietnamese, Japanese and Tagalog. But if we cannot serve a family with a Service Coordinator who speaks the family's primary language, we arrange for translation services to ensure information is communicated in the family's preferred language.



*“Steven siempre ha sido como parte de nuestra familia.
¿Por qué querríamos trabajar con alguien más?”*



They listen to concerns, and provide support, information and service choices so that individuals and their family member can achieve the results they want. And they develop the most important bond of all – trust.





Service Coordination at Harbor Regional Center strives to help our clients and families identify and understand their strengths and challenges, and to support them to achieve their goals. Above all we hope that they know they are not alone. Our Service Coordinator will be there as their partner, on their path.

“Diana has made an impact in Anthony’s life by being able to guide him in the correct path. He has so much respect for her and they have become great friends. He looks up to her especially because she always has the right words to say to encourage him. Anthony has built trust in her; he listens to whatever she has to say, and really tries to make her proud.”

ASSETS

STATEMENT

	For the Year Ended June 30th	
	2017	2016
ASSETS		
Cash and cash equivalents	\$13,999,824	\$17,533,751
Corporate bonds	75,000	75,000
Cash - client trust funds (Note 2)	785,084	792,006
Contracts receivable - state of California (Note 3)	1,945,595	-
Receivable from Intermediate Care Facility vendors	2,592,411	2,190,001
Prepaid expenses	565,032	566,508
Other assets	82,323	93,392
Receivable from state for accrued vacation and other leave benefits	1,270,138	1,104,689
Receivable from state for deferred rent	10,754,252	10,325,903
TOTAL ASSETS	\$32,069,659	\$32,681,250
LIABILITIES AND NET ASSETS		
LIABILITIES		
Accounts payable	\$18,750,613	\$15,090,975
Accrued salaries	662,319	559,809
Accrued vacation and other leave benefits	1,270,138	1,104,689
Deferred rent liability	10,754,252	10,325,903
Contract advances	-	4,968,544
Unexpended client trust funds	472,871	470,423
	31,910,193	32,520,343
COMMITMENTS AND CONTINGENCIES (Note 5)		
NET ASSETS		
Unrestricted	159,466	160,907
TOTAL LIABILITIES AND NET ASSETS	\$32,069,659	\$32,681,250

STATEMENT

ACTIVITIES

	For the Year Ended June 30th	
	2017	2016
CHANGE IN UNRESTRICTED NET ASSETS		
SUPPORT AND REVENUE		
Contracts - state of California	\$198,403,548	\$167,931,340
Intermediate Care Facility supplemental services income	5,439,555	5,387,596
Interest income	17,311	12,271
Contributions and grants	34,463	44,624
Other income	267,256	289,093
Total Support and Revenue	<u>204,162,133</u>	<u>173,664,924</u>
EXPENSES		
Program Services		
Direct client services	<u>201,479,176</u>	<u>171,032,183</u>
Supporting services		
General and administrative	<u>2,684,398</u>	<u>2,618,376</u>
Total Expenses	<u>204,163,574</u>	<u>173,650,559</u>
CHANGE IN NET ASSETS	<u>(1,441)</u>	<u>14,365</u>
NET ASSETS AT BEGINNING OF YEAR	<u>160,907</u>	<u>146,542</u>
NET ASSETS AT END OF YEAR	<u>\$159,466</u>	<u>\$160,907</u>

STATEMENT

FUNCTIONAL EXPENSES for the Year Ended June 30, 2017

	Program Services	Supporting Services	Total Expenses
	Direct Client Services	General and Administrative	
Salaries	\$15,794,001	\$1,412,668	\$17,206,669
Employee health and retirement benefits	3,979,413	355,932	4,335,345
Payroll taxes	235,746	21,086	256,832
Total Salaries and Related Expenses	20,009,160	1,789,686	21,798,846
Purchase of services:			
Residential care facilities	67,660,564	-	67,660,564
Day program	59,594,026	-	59,594,026
Other purchased services	49,429,901	-	49,429,901
Communication	342,570	30,641	373,211
General office expenses	150,464	13,458	163,922
Printing	35,449	3,171	38,620
Insurance	106,207	51,690	157,897
General expenses	499,952	44,717	544,669
Facility rent	4,336,224	387,846	4,724,070
Equipment and facility maintenance	1,715,364	153,428	1,868,792
Consultant fees	337,210	30,161	367,371
Equipment purchases	129,502	11,583	141,085
Board expenses	-	14,938	14,938
Staff travel	132,583	11,859	144,442
Legal fees	-	88,420	88,420
Accounting fees	-	52,800	52,800
TOTAL EXPENSES	\$204,479,176	\$2,684,398	\$207,163,574

STATEMENT

FUNCTIONAL EXPENSES for the Year Ended June 30, 2016

	Program Services	Supporting Services	Total Expenses
	Direct Client Services	General and Administrative	
Salaries	\$13,599,324	\$1,271,451	\$14,870,775
Employee health and retirement benefits	3,269,437	305,672	3,575,109
Payroll taxes	226,181	21,147	247,328
Total Salaries and Related Expenses	17,094,942	1,598,270	18,693,212
Purchase of services:			
Residential care facilities	53,237,189	-	53,237,189
Day program	49,469,292	-	49,469,292
Other purchased services	43,246,583	-	43,246,583
Communication	295,917	27,666	323,583
General office expenses	227,479	21,268	248,747
Printing	15,074	1,409	16,483
Insurance	86,422	67,538	153,960
General expenses	174,216	111,288	285,504
Facility rent	4,290,279	401,114	4,691,393
Equipment and facility maintenance	1,557,190	145,587	1,702,777
Consultant fees	522,904	48,888	571,792
Equipment purchases	704,723	65,887	770,610
Board expenses	-	15,860	15,860
Staff travel	109,973	10,282	120,255
Legal fees	-	50,561	50,561
Accounting fees	-	52,758	52,758
TOTAL EXPENSES	\$171,032,183	\$2,618,376	\$173,650,559

STATEMENT

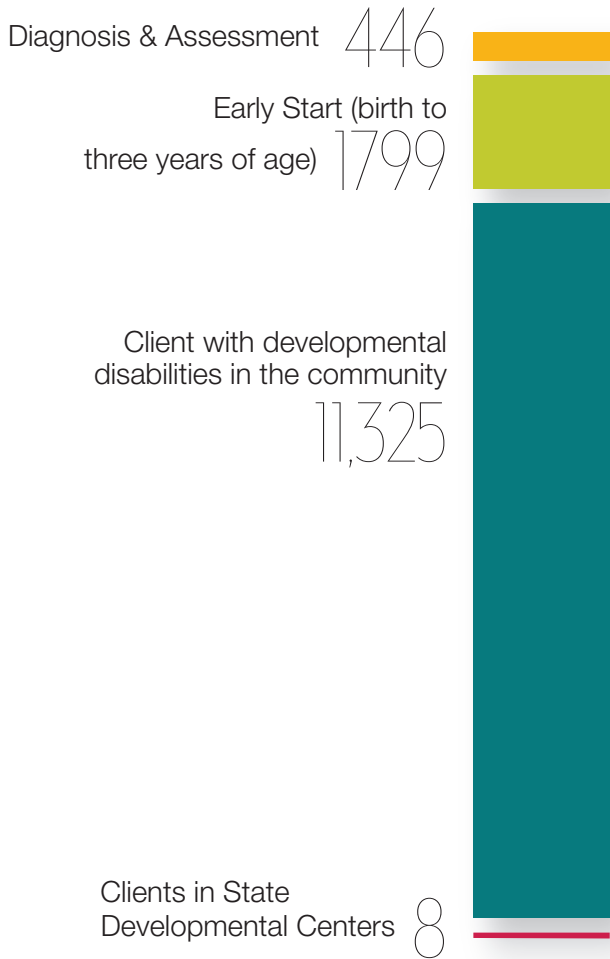
CASH FLOWS

	For the Year Ended June 30th	
	2017	2016
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in net assets	\$(1,441)	\$14,365
Adjustments to reconcile change in net assets to net cash from operating activities:		
(Increase) decrease in:		
Cash – client trust funds	6,922	(93,590)
Contracts receivable - state of California	(1,945,595)	7,440,691
Receivable from Intermediate Care Facility vendors	(402,410)	(393,790)
Prepaid expenses	1,476	(256,209)
Other assets	11,069	(35,325)
Receivable from state for accrued vacation and other leave benefits	(165,449)	(157,897)
Receivable from state for deferred rent	(428,349)	(499,672)
Increase (decrease) in:		
Accounts payable	3,659,638	432,789
Accrued salaries	102,510	197,979
Accrued vacation and other leave benefits	165,449	157,897
Deferred rent liability	428,349	499,672
Contract advances	(4,968,544)	4,968,544
Unexpended client trust funds	2,448	(284,036)
Net change in corporate bonds	<u>(3,533,927)</u>	<u>11,991,418</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Net change in corporate bonds	-	52,052
Net Cash Provided By Investing Activities	-	52,052
NET CHANGE IN CASH AND CASH EQUIVALENTS	<u>(3,533,927)</u>	<u>12,043,470</u>
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	<u>17,533,751</u>	<u>5,490,281</u>
CASH AND CASH EQUIVALENTS AT END OF YEAR	<u>\$13,999,824</u>	<u>\$17,533,751</u>

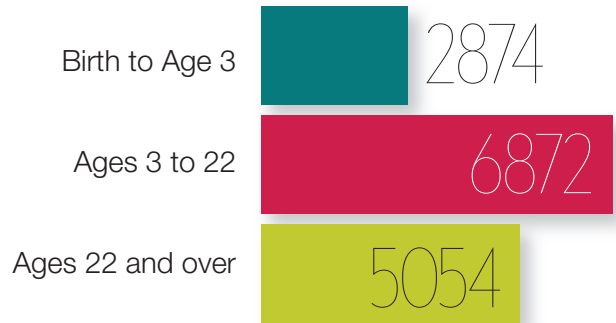


CASE LOADS

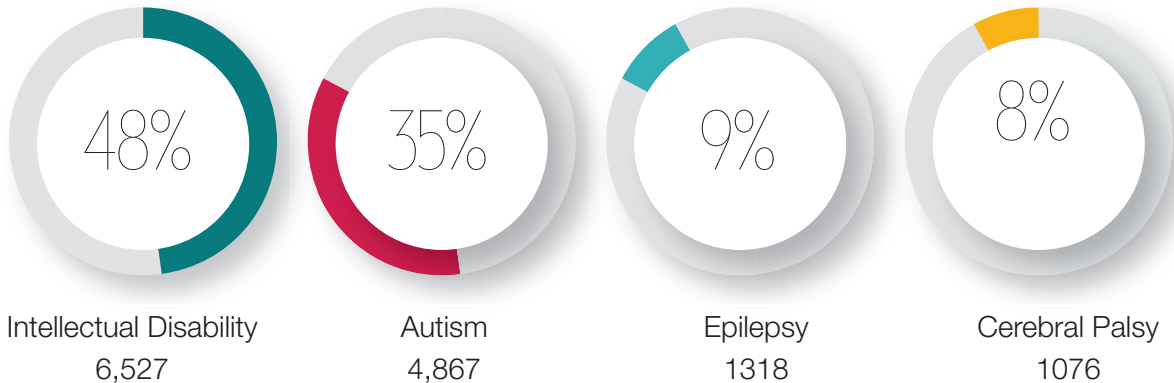
TOTAL CLIENTS - 13,578

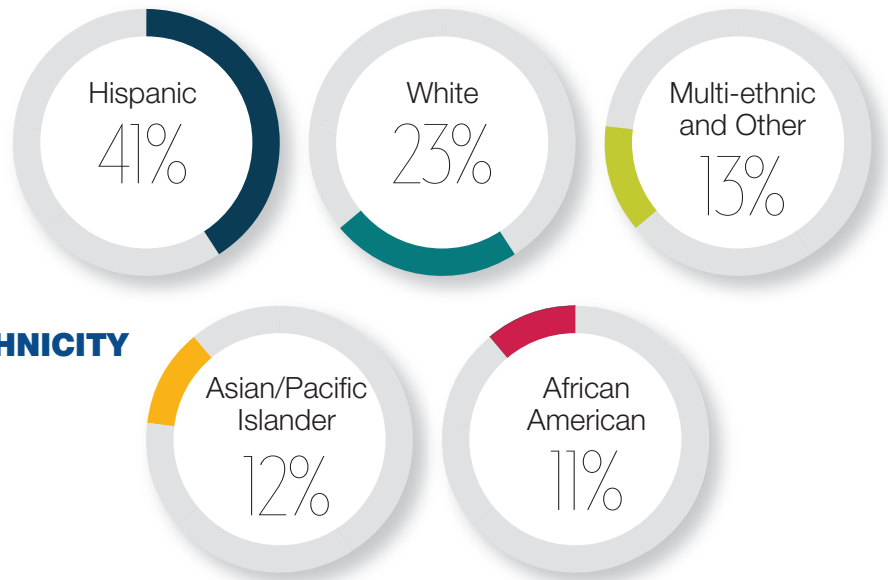


CLIENTS BY AGE



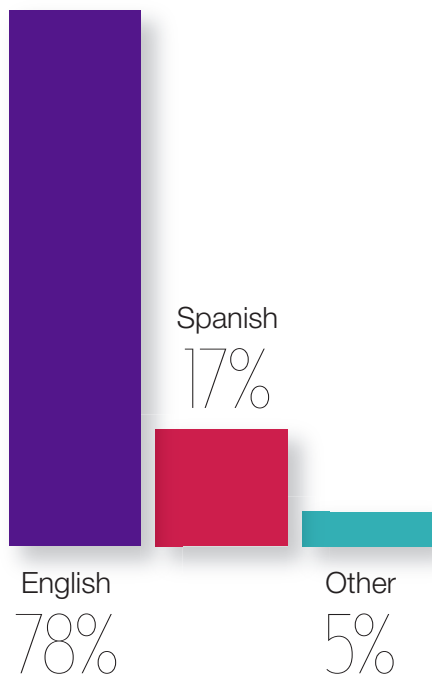
CLIENT BY DIAGNOSIS Individuals may have more than one diagnosis.



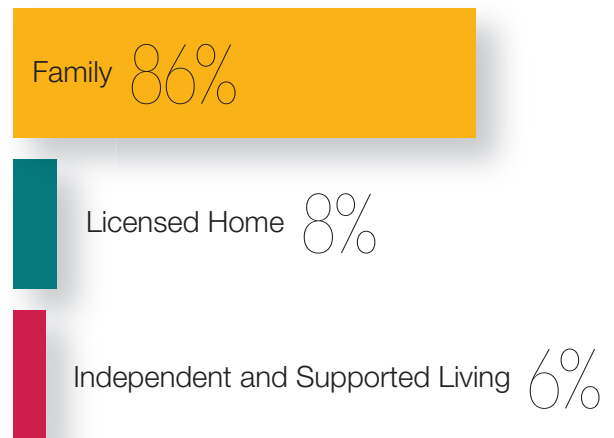


CLIENTS BY ETHNICITY

CLIENTS BY PRIMARY LANGUAGE



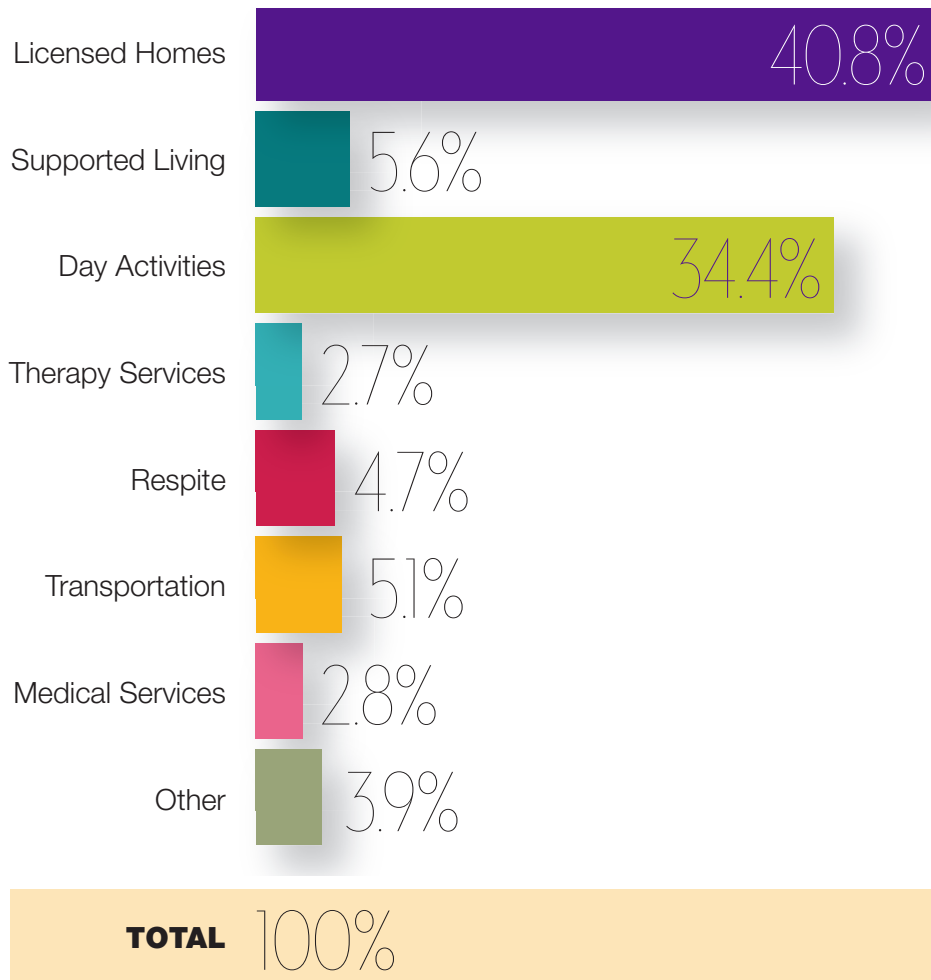
CLIENTS BY RESIDENCE TYPE





POS

PURCHASE OF SERVICE EXPENDITURES 2017



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HARBOR
REGIONAL
CENTER

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