BRIGHT FUTURES





Where Hope is Hard at Work for Individuals with Intellectual/Developmental Disabilities

Dear Family & Friends:

A young girl with special needs holds her brightly painted hand up to the camera. It's an

image that brings to mind joy, creativity, and the diversity of the children, adults, and seniors we serve. Hands also build – many hands are working together to build our new and expanded facilities as part of the Hope *Moves Forward* capital campaign. This progress could not have been possible without Villa's dedicated board members, donors, families, staff, and volunteers. Thanks to all of you, the past two years have been full of growth and success, and we have continued to make strides in fulfilling our strategic goals.

Advocacy remains a pillar of Villa's commitment to the population we serve. We thank you for joining us in providing a voice for those who are unable to speak for themselves. With your continued support Villa will remain visible, active, and engaged. Together we're creating bright futures for people like Coen and Clorinda – two Villa clients whose journeys are full of light and possibility, and whose inspiring stories we proudly share in this report.

Villa continues to adapt to the changing needs of those we serve – nine staff members at the Villa School are becoming certified in the Developmental Individual Differences Relationship Model (DIR), a teaching strategy that focuses on social-emotional growth and is another tool in Villa's multidisciplinary approach to education. The Villa Esperanza School also received on-site review certification from the California Department of Education in April of 2017. Additionally, Villa has received a three-year renewal of our CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation. CARF accreditation is required to operate our employment services programs. These accomplishments reflect the overall quality and integrity of our organization.

Our Hope *Moves Forward* campaign continues to gain momentum. Villa's new state-of-the-art facilities will position us to respond to the growing population of children and adults with disabilities in a campus that is bright, light-filled, and modern. We are extremely grateful to all of the individuals and organizations who graciously support this campaign as well as those who donate to our general operating fund. Your generosity enables Villa to provide outstanding programs that make a profound difference in the lives of those we serve – with your help, we can continue creating bright futures for Villa's children, adults, and seniors. Thank you!

With gratitude,



Jay Henneberry Chairman, Board of Directors

Jay K Henneberry



Kelly White, MA, LMFT Chief Executive Officer

INTEGRITY • COURAGE • RESPECT • INNOVATION • PERSEVERANCE

Our Mission

Providing Love, Care, and Hope for Individuals With Disabilities and Their Families Since 1961.

In an environment of love, care, and hope, Villa Esperanza Services provides the tools and support necessary for children, adults, and seniors with special needs to achieve their goals, live fulfilling lives, and embrace a sense of belonging and acceptance. Villa serves individuals with intellectual/developmental disabilities including more than thirty different diagnoses. Our wide variety of programs and services assist infants to seniors in addition to providing support and encouragement to their families.

We change lives – from teaching a child with autism how to say "hello;" to giving an adult with Down syndrome the skills to earn a paycheck and the pride of having a job; to providing an intellectually disabled senior the opportunity to give back to the community through volunteering and helping others.

As a non-profit organization, Villa serves more than 650 individuals and their families each year in Los Angeles and Ventura counties. Since 1961 we have been a leader in advocating and advancing services for the intellectually/developmentally disabled community. Villa excels in offering progressive and innovative approaches and solutions. Our ability to forecast and meet the changing needs of our clients has established us as a unique service provider, offering individualized programs and a continuum of care over the course of a lifetime.

Our customized and comprehensive programs for children centralized within the community:

- Villa Esperanza School (K-12)
- Hjelte-Phillips Speech and Language Center
- Occupational Therapy Clinic
- Behavioral therapy
- · Early intervention services

Our personalized programs for adults and seniors integrated throughout the community:

- Employment services
- Family-style residential homes
- Independent living apartments
- Independent living skills coaching
- Community-integrated skills training
- Day programs for adults and seniors

Services Directory

PASADENA OFFICE

2060 E. Villa Street, Pasadena, CA 91107 www.VillaEsperanzaServices.org Phone: 626.449.2919

Villa Esperanza School Phone: 626.449.2919, ext. 117

Hjelte-Phillips Speech & Language Center Phone: 626.449.2919, ext. 176

Occupational Therapy Clinic Phone: 626.449.2919, ext. 140

Community Integration Program (CIP) Phone: 626.398.4435, ext. 1

Employment Services Phone: 626.449.2919, ext. 161

Adult Residential Program Phone: 626.449.2919, ext. 113

Independent Living Skills (ILS) Phone: 626.398.4435, ext. 1

Dimensions Adult Day Program 1990 E. Walnut St., Pasadena, CA 91107 Phone: 626.346.9109, ext. 104

Adult Day Program (ADP) 1757 N. Lake Ave., Pasadena, Ca 91104 Phone: 626.398.4435, ext. 1

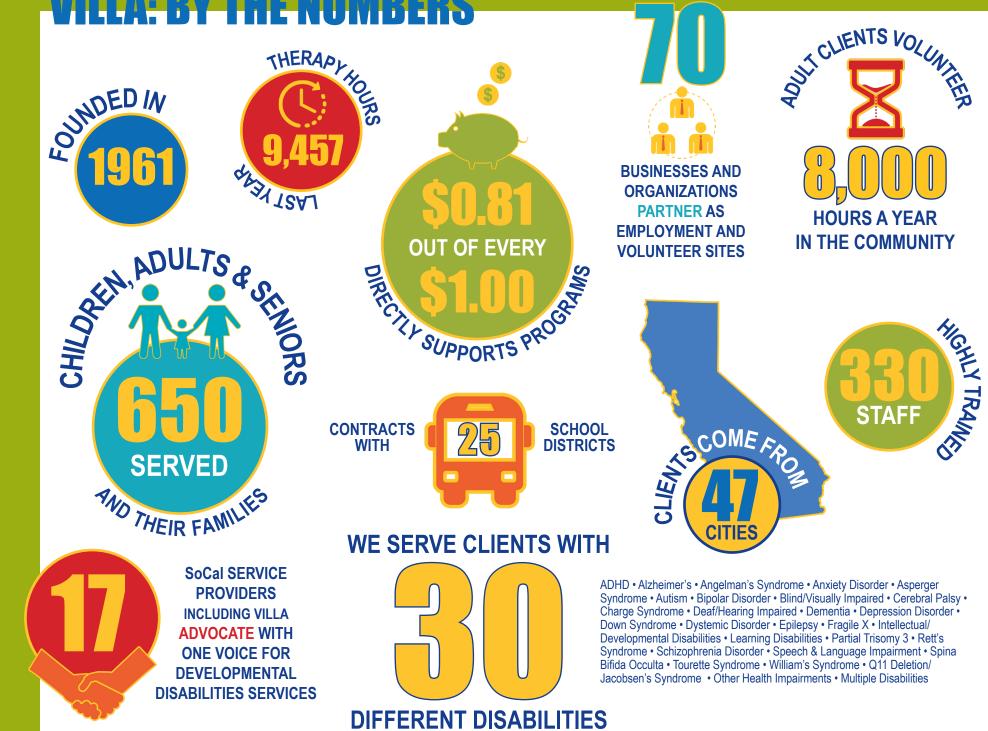
WEST REGION 80 E. Hillcrest Drive, Suite 206, Thousand Oaks, CA 91360 Phone: 805.446.1939

Community Integration Program (CIP) Phone: 805.446.1939, ext. 112

Employment Services Phone: 805.446.1939, ext. 112

Independent Living Skills (ILS) Phone: 805.446.1939, ext. 107

7- RV-THENIIN RERS



Coen's Story

Villa prides itself on the individualized approach to services across its programs. Villa School is no exception, and it is this commitment to a "tailored education" that first impressed parent Wendy Lai-Yeung. When her son Coen Yeung started at Villa School he had limited ability to convey his needs and desires. "He didn't have any speech," Wendy shares, "and if he didn't like something he had no way to express himself." She never imagined that Coen would one day read to her and understand words, but by the end of elementary school he was doing just that, in addition to mastering multiplication tables. Coen's progress at Villa goes beyond the academic. He is a happy, healthy young man embarking on his first year in high school and enjoys working in Villa School's campus store where he greets classmates and staff members. He loves riding the bus, collecting coins, and especially enjoys good food. "He helps me cook," says Wendy. "He washes the vegetables and gets a kick out of seeing the process of raw materials becoming a finished dish. He enjoys that transformation." Transformation is a word that leaps to mind when you think of Coen's progress, too. Wendy explains that her son's success is "not just down to one single person," but rather



a team that includes Speech and Occupational therapists, behaviorists, teachers and dedicated aides. "Villa has meant everything to us," she reflects. "It's indispensable. I don't think Coen could be making the kind of progress he is today if it wasn't for the curriculum, the staff, and how compassionate and well-trained they are." She looks forward to Coen's continued progress and growing independence. His is one of many Villa success stories that exemplify the power of love, care, and hope.

"... Villa has meant everything to us."

Villa Pioneers

When nationally renowned physician Dr. Ricki Robinson first partnered with Villa to co-found a dedicated autism classroom in the early 90s, she was struck by Villa's can-do spirit. "We were at the ground level," Ricki explains. Villa staff, generous community members, and local families joined forces with Ricki and her husband



Joel, raising \$100,000 to bring the classroom up to code. It was in this pioneering classroom that Villa School faculty also began training in the Developmental Individual Differences Relationship Model (DIR), a teaching strategy that focuses on socialemotional growth and is part of Villa's multidisciplinary approach to education. As codirector of the Descanso Medical Center, a practice devoted to children and families affected by autism as well as other neurobiological disorders, Ricki understands that having a willingness to innovate and learn is critical to moving forward. She has brought this understanding to bear while serving on Villa's Board and committees. "If you looked at textbooks years ago the outlook for children with special needs was unbelievably sad," Ricki shares. "It was all the 'nevers." By contrast, Villa's hopeful spirit has "pervaded everything," Ricki reflects – from the capital campaign to the

progress happening each day in Villa's programs. When asked if they feel proud of the work they have accomplished over the course of their partnership with Villa,

"There is no ceiling for individuals with special needs ..."

Joel answers without hesitation, "It is gratifying to feel you've had input and helped people. We feel pride, yes, but even more so we feel gratitude." Both Joel and Ricki agree that they have something more than hope when they consider Villa's future: they have high expectations. "There is no ceiling for individuals with special needs," says Ricki. "We keep raising the bar and our children rise to meet it." Villa is grateful for the Robinsons' support as we begin another exciting chapter.

Clorinda's Journey

Clorinda Anselmo is a happy, confident young woman. She loves Elvis, arts and crafts, and cheering on the LA Lakers. When Clorinda first joined Dimensions Day Program in 2009, Program Manager Claudia Cortez recalls that she had challenges with aggression and difficulty focusing. "Now she is better able to express herself and her emotions," Claudia shares. "She can be out in the community whereas before behaviors used to interfere with her involvement." When she is not busy volunteering with her Dimensions friends at the Foothill Unity Food Bank, Clorinda enjoys participating in community walks, bowling, and visiting local museums. "Dimensions will continue to assist her with being her best self with others and her community," says Dimensions Day Program Director Michelle Hussen. Clorinda's parents Felice and Liliana Anselmo delight in her progress. "She is engaged," Felice says, "and she is motivated. When I saw she was at the food bank putting rice in bags, I was so proud. I never thought my daughter would be able to do that. That's because of Villa." Clorinda has made such strides in her time at Villa that she even received the Dottie Nelson Outstanding Participant of the Year Award at Villa's 2012 Annual Achievement Awards celebration. Felice recalls that night with great fondness. "We went to the Achievement Awards with our other kids," he says, smiling. "We were all there when she got the award. She was so happy." Liliana reflects that after many years searching for the right program, "at Villa I finally felt peaceful knowing my daughter

was in good hands. We feel lucky we found Villa. There's nothing else like it, believe me." From the very beginning, families like the Anselmos have been at the heart of Villa Esperanza Services' mission. We are grateful for their support and commitment to creating a brighter future for Villa's children, adults, and seniors.



"I finally felt peaceful knowing my daughter was in good hands."

A Lifetime of Service

Villa is proud to call Assemblymember Chris Holden of the 41st District a devoted ally in the fight to preserve vital services for the intellectually/developmentally disabled (I/DD) community. Mr. Holden first became connected with Villa while serving on the Pasadena City Council alongside dearly departed Villa parent and late Mayor of Pasadena, Katie Nack. "I had the opportunity to hear her personal experiences and how wonderful Villa was in taking care of the needs of her daughter Susie," Holden explains. Since that time, Holden has participated in many Villa milestones, including approving Villa's Master Facilities Plan when it went before the Pasadena City Council. "Moving that



along was a really great opportunity to be part of an outstanding organization that has been doing worthy things for a very long time," he recalls. For Mr. Holden, supporting individuals with special needs is also deeply personal. "My niece is dealing with developmental disabilities," he shares. "I see the pressure that puts on my sister-in-law . . . having supportive services and a loving, kind environment is so important." In order to further help individuals with I/DD, Holden recently authored Assembly Bill 279 (AB 279). AB 279 would have required the Department of Developmental Services to adjust reimbursement rates for service providers to comply with mandated local and state minimum wage increases. Although AB 279 will not move forward this year, Holden is

optimistic about the future and is already speaking with the Department of Finance be addressed fiscally, if not legislatively. In addition, Holden's recent transparency measure, Assembly Bill 959 (AB 959), will become law on January 1, 2018.

"... having supportive so that the issues raised in the bill can Services and a loving, kind environment is so important."

AB 959 provides families throughout the state improved access to services, including an online list and description of resources offered through the regional center system. Holden notes the evident "heart and passion" of Villa's community, one of the lasting triumphs in the fight to pass AB 279 and AB 959. Whether through impassioned letter writing campaigns or calls to legislators, our Villa family worked hard to pass impactful legislation and our voices were heard. We are grateful for Assemblymember Holden's tireless support as we continue to advocate for Villa's children, adults, and seniors.

"I want to make Villa a beneficiary on my life insurance policy and give to an organization that will constantly serve."

A Lasting Gift

When R-lene Mijares de Lang moved back home to help her mother run the family business, Pasadena institution Mijares Mexican Restaurant, she knew she wanted to be involved in her local community. "I was a school teacher in the Bay Area, but my mom needed help here," R-lene shares. "I had commuted for years, and I said, 'Mom, when I move back I also want to be involved in the community.' She said if you do anything, do it for Villa."

For over 25 years R-lene and her husband Gordon have been a vital force for good, supporting a number of organizations including the Pasadena Community Foundation and Huntington Hospital. R-lene remains dedicated to Villa as her first passion and recalls that when her son Derek was growing up, whenever he saw an individual with developmental disabilities he would proudly say, "Mom, there are your friends!" For Villa's children, adults, and seniors, R-lene has been more than a friend – in fact, in 2004 she was honored with Villa's Guardian Angel award in recognition of her tireless efforts to support Villa clients as a volunteer, donor, and advocate.

After her many years of service – from joining the Tournament of Hope Committee, to serving on Villa's Board and Capital Campaign Cabinet – the choice to make a lasting contribution to Villa was easy for R-lene. "I called my insurance agent and said I want to make Villa a beneficiary on my life insurance policy and give to an organization that will constantly serve." With a single phone call, R-lene joined Villa's growing Legacy of Hope Society, a group comprised of individuals who wish to leave Villa a lasting gift. R-lene hopes that her legacy of philanthropy will serve as an example to future generations. "It started with my grandmother," R-lene explains. "She was extremely generous to our family, church, and the wider community. She said as long as you have food, feed people. If you give someone money, give it with your heart or don't give it at all." We thank the de Lang family for their commitment to Villa and their unwavering support of our children, adults, and seniors.

Going for Gold

At just seventeen years old, Villa volunteer Jocelyn Gee has already made a profound impact on our community. Jocelyn started volunteering with Villa as a member of the National Charity League's San Marino Chapter – she attended monthly social clubs for Villa's adults, helped create arts and crafts with our clients at our Annual Achievement Awards events, and even used her artistic eye to make auction posters for Villa's Tournament of Hope golf fundraiser. More recently, Jocelyn recruited a group of friends to make decorative posters for Villa's campus in recognition of World Autism Awareness Day. When it came time for Jocelyn to complete her Girl Scout Gold Award service project, the choice to work with Villa

Jocelyn's project – a library in our Speech and Language Center – will help Villa School students build valable life and social skills while fostering a love of reading. "It's been really

once again was an easy one.

cool to see the kids come in and go straight to the book case," says Jocelyn. "It makes me happy to know I am creating a project they will really enjoy and that will really help them grow." Jocelyn is also working on filming a how-to video as another learning tool for Villa students to use while checking out books. Each day volunteers like Jocelyn are making a difference at Villa. Whether they're creating beautiful gardens, painting imaginative murals, or singing karaoke with our clients, Villa's volunteers inspire us. Everyone who serves on Villa's Board, Guild, and Board/event committees does so as a volunteer. Over the past two years approximately 300 Villa volunteers have

"... build valuable life and social skills while fostering a love of reading."



donated over 9,000 hours of service to Villa. According to a recent report by the *Chronicle of Philanthropy*, the monetary value of a volunteer's time is approximately \$24.14 per hour – that means Villa's volunteer hours for this period are worth an estimated \$217,260 and counting. We are grateful for their contributions, support, and commitment to philanthropy!

We thank the organizations listed below for donating their time to Villa:

Aktion Club of Pasadena Bank of America Biola University Blue & White Committees Boy Scouts of America California State University, Los Angeles California State University, Northridge Capital Campaign Committees Chandler School Circle K, Pasadena City College Civitan Club of Pasadena Creighton University The Diggers Garden Club of Pasadena

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Westridge School

Special Events at a Glance

Villa Esperanza Servies holds three fundraising events throughout the year to raise money to support our 9 programs for children, adults, and seniors with special needs.

In February, Villa's Guild hosts their Annual Day of Thoroughbred Racing in support of Villa's Hjelte-Phillips Speech & Language Center and the Residential program. In FY 15-16 the event raised \$60,639 and FY 16-17 the total increased to \$63,150. Since it's inception in 1968, the Guild has raised over \$1.5 million to support the programs at Villa.

Villa's Tournament of Hope has been teeing off since 1987. The event takes place in October of each year and hosts a full field of 144 golfers and over 200 for dinner. In FY15-16 the event took place at Oakmont Country Club and raised \$207,792. In FY16-17 it was held at San Gabriel Country Club, raising \$220,688.

Blue & White, Villa's annual gala, was held the last 2 years at the Langham Huntington Hotel. Each year Villa recognizes a donor or volunteer that has made a tremendous impact in the lives of children and adults with intellectual and developmental disabilities with the Guardian Angel Award. "The Almost Anything Goes" themed event in FY15-16 honored The Meymarian family, in particular AI, Debbie, and Kathleen for their many years as Villa family members, donors, committee members, and Board member. The "Leave an Impression" themed event in FY16-17 honored Lisa and Tim Sloan for their dedication to Villa. Lisa and Tim have left an impression with everyone at Villa with their steadfast commitment to making a difference, their tireless support of our clients and programs, and their amazing generosity. The combined total raised from the 2 years is \$651,970!











SHOVELS, HARDHATS, AND BACKHOES, OH MYA

Excavators at the ready, Villa celebrated the Villa School Groundbreaking on October 3rd, 2017. The ceremony marked a new milestone in Phase I of Villa's Hope *Moves Forward* capital campaign: the construction of a state-of-the art Villa School campus that will include seven classrooms, two large play areas, and a kitchen and multipurpose room. "We envisioned a new Villa," explained Jim McDermott, co-chair of the campaign, "with a space that is functional and facilities that express who we are today: open, soaring, light-filled and modern." As longtime supporters, friends, neighbors and dignitaries looked on, Pasadena Mayor Terry Tornek offered his congratulations and reflected on Villa's invaluable contributions to the community. Phase I would not have been possible without extraordinary lead gifts from the Ayrshire Foundation and Wells Fargo

a number of gracious individuals and foundations, and through financing, Villa has secured \$10.5 million. When asked to address the project's impact, Villa Board Member Dick Hirrel humbly offered these words: "To step up when called upon is a satisfying feeling. Truly, the donor gets as much pleasure as the donee and more so. What might Villa's children say? '... I am each of you. Can you hear me? I have worth ... I am part of our community. I deserve the same opportunity and facilities that you have in your home community. Sometimes I just need a little help from my friends.

Foundation. Thanks to these leaders.

Thank you for being my friend." Many Villa friends have offered their generous support, and thanks to their efforts Villa has put an idea into action. Few would

have guessed that when a group of loving mothers first formed Villa School in 1961 the campus would eventually grow to serve 25 school districts and over 80 students. Once construction is completed in the Fall of 2018 and Villa's children are learning, growing, and thriving in the new facilities,

"Sometimes I just need a little help from my friends."

Villa School expects to be able to increase enrollment to 100 students. We thank each of our donors for their support as we create Villa's future together!



Hope is *Moving Forward*

Launched in 2012, Villa's Hope *Moves Forward* capital campaign has seen great momentum. Villa Esperanza Services is proud to be upgrading our campus to match the quality of services we provide. Accomplishments to date include:

- Villa's Master Facilities Plan was unanimously approved by the City of Pasadena in September 2014.
- Villa purchased and renovated a new building for Dimensions Adult Day Program. Clients and staff moved into the new space in January 2016.
- Implementation of Phase I of school campus began in Spring 2016 with the construction of temporary modules - five temporary classrooms for our middle and high school students were built along with a double module for our Speech and Language Center.
- Villa students and staff moved into the modules in October 2016.
- Demolition and site prep for Phase I of the new campus began in December 2016.
- July 2017 construction began.
- We plan on transitioning students into their brand new classrooms at the start of the 2018 school year.

Thank you for helping Villa move forward!

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Thank you to all our generous donors who are helping us move forward.

Villa Esperanza Services has a long history of loyal donors that keep Villa at the forefront of community needs. Thank you to each of the following for creating brighter futures for children and adults with special needs.

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STATEMENT OF ACTIVITIES

REVENUE & PUBLIC SUPPORT Fiscal Year 2015-16 Audited Fiscal Year 2016-17 Unaudited Total Support & Revenue: \$13,674,127 Total support & Revenue: \$16,281,444 8% 7% 2% Annual Fund Annual Fund Investment Income. Interest. Contributions Contributions & Other Income 10% Capital Campaign Capital Campaign Contributions Contributions 82% 76% Program Fees Program Fees **EXPENSES** Fiscal Year 2016-17 Fiscal Year 2015-16 5% 4% Fundraising Expenses Fundraising Expenses 14% 14% Management & Management & General Expenses General Expenses 81% 82% **Program Services**

Statement of Financial Position

ASSETS	Audited 2015-2016	Unaudited 2016-2017
Current Assets	\$ 7,641,768	\$10,438,092
Property/Equipment	\$ 5,089,733	\$ 5,902,355
Other Assets	\$ 4,812,262	\$ 4,424,351
Total Assets	\$17,543,763	\$20,764,799
LIABILITIES		
Current Liabilities	\$ 1,105,674	\$ 1,267,054
Long-term liabilities	\$ 2,200,067	\$ 2,127,467
Total Liabilities	\$ 3,305,741	\$ 3,394,521
Total Liabilities & Net Assets	\$17,543,463	\$20,764,799

Villa Esperanza Services programs are licensed and accredited by:

California State Department of Education

California State Department of Health

Program Services

California State Department of Community Care Licensing

 CARF, the Commission on Accreditation of Rehabilitation Facilities

Villa Esperanza Services is an equal opportunity employer.

Villa Esperanza Services is a non-profit organization with contracted services with school districts, Department of Health, Department of Rehabilitation, Regional Centers and Kaiser Permanente. Private-pay options are also available. If you would like a copy of Villa Esperanza Services complete audited financial statement, please contact the Development Office at 626.449.2919, ext. 118.

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