

EMBRACING COMMUNITY



2006-2007
Annual
Report



Dear Friends:

Thanks to our community of friends, Board Members, volunteers and staff, we have had an exceptional year. We are in our 47th year providing quality, caring, innovative programs that help to meet the needs of individuals with disabilities.

We hope you are proud of all we have accomplished at Villa. We actively cultivate partnerships within the community, make decisions with high ethical standards, and set goals based on the needs of the community we serve. In the first year of our three-year strategic plan, we met 96% of our goals! We increased Villa's program services by 6% and increased the overall growth of the organization by a whopping 17%! We are grateful for your generosity which increased our total donations by a tremendous 24% over the previous year. Your contributions have allowed us to continue to grow and provide much needed services.

In 2006–2007, we embarked on a journey to strengthen our programs, ensuring that individuals with special needs continue to be integrated into the community. We are:

- Educating the public about individuals with special needs
- Building community partnerships and bridging gaps
- Strengthening the foundation for a Center of Excellence in all service areas
- Advocating for those who cannot advocate for themselves
- Engaging volunteers at all levels
- Investing in training for staff and families
- Increasing contributions to our mission

We are involved, connected and engaged in helping expand the community of the individuals we serve and the community in general. Please take note of our specific accomplishments highlighted throughout the report. It is evidence of how we embrace community partnerships and provide innovative services.

We continue to learn, grow and strive to be excellent ambassadors for Villa's children, adults and seniors and invest in a future of excellence for them.

Thank you for continuing the journey with us.

Sincerely,



AnnMarie Flaherty

AnnMarie Flaherty
Chairman, Board of Directors
2007–2008



Dottie Nelson

Dottie Nelson
Chief Executive Officer

Samantha

Samantha attends Villa Esperanza Services School. Before Samantha came to Villa she was shy and requested assistance for all tasks. Through her experiences in the class she has learned to play and interact with other children. She is also gaining greater independence and decision making skills. Samantha's classmates and the volunteers have helped broaden her experiences. She is looking to them for direction and friendship. The school is a win/win for our community!

Our school is unique because we provide opportunities for students with special needs to work along side volunteers and we provide them opportunities to come together with the community through fieldtrips to museums and events at local parks. Villa serves 24 different school districts and we focus on the needs of each student, providing them with comprehensive services.

VILLA'S ACCOMPLISHMENTS

- Villa provided education, life skills training and music therapy to 75 children in our school.
- Seven high school students participated in the Career Exploration program learning more about potential jobs in the community.
- The School Parent Association was introduced and implemented.
- Funding was approved and received for an Occupational Therapy Clinic as part of the school.
- Angel Frames Art Collection toured 8 public locations including the Armory Center of the Arts, Amadeus Spa, Topa Management and Zephyr Coffee & Art Gallery.



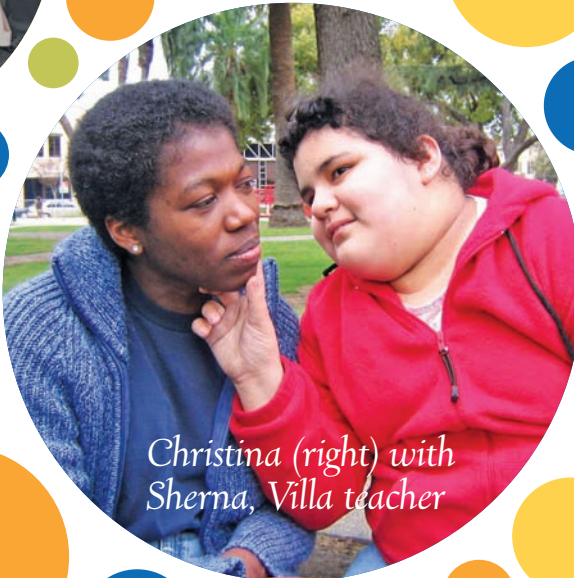
Bill

Bill Gilchrist is getting involved in his community. He volunteers at the Pasadena Senior Center three times a week serving meals to seniors. This experience is helping Bill gain skills to become more independent. He is now taking dance classes, getting fit, eating healthier and expanding his community of friends. All of these are goals of Villa's Dimensions Adult Day Program, in which Bill is a participant. He has attended the program for 1-1/2 years. Dimensions stands out, in that it assists with improving and developing communication, organization and employment skills in a focused, smaller and flexible environment. Bill is helping educate and change the community's perspective of individuals with disabilities by sharing his capabilities; proving that he and others have much to offer.

VILLA'S ACCOMPLISHMENTS

- Nine adults in our Dimensions program are gaining skills through community volunteer work at places like Union Station, Pasadena Senior Center and Foothill Unity Food Bank. They each volunteer 15 hours a week, contributing a total of 6,750 hours a year to the community!
- Villa Dimensions and Adult Day Program participants enjoyed 150 fieldtrips to such places as the Los Angeles County Fair, Los Angeles Science Museums and Huntington Library and Gardens.
- Four clients graduated from Villa's Dimensions and Adult Day Programs to our Employment Program where they are now working in the community.
- 75 children in the school and 58 adults in our Dimensions Adult Day Program participated in art therapy.





Christina (right) with Sherna, Villa teacher

Christina

When Christina, age 16, started Villa's speech and language services, her comprehension and communication skills were extremely low. She was only able to identify a photo named from a field of photos with 30% accuracy and she needed three to four prompts. Within a year, using the therapeutic technique of facilitated communication, a communication device and a keyboard, Christina has been able to share her wants and needs in words and complete sentences. During one session, Frances Sands, Villa's Speech and Language Pathologist Assistant, asked Christina what she wanted to talk about. Christina typed CHRISTMAS. "What about Christmas?" Frances asked. "THINGS" she spelled. "What things?" "SHOES". Fran then asked if she wanted shoes for Christmas and she typed "YES, RED SHOES."

Christina is very happy with her success and that others can understand her needs. Her ability to speak to her family and friends has decreased her level of frustration. She is now able to focus on learning other tasks.

VILLA'S ACCOMPLISHMENTS

- Provided 3,427 hours of Speech and Language Therapy to 77 children.
- Frances Sands, Villa Employee, received the California Speech-Language-Hearing Association's (CSHA) award for Outstanding Speech and Language Pathologist Assistant.
- Speech Therapists assisted students with decreasing their frustration and adverse behaviors by increasing their ability to communicate using various techniques and devices. Students have been able to demonstrate their ability to spell words and formulate sentences to share their needs and desires.

Edwin

Edwin Jennings was referred to Villa by the Department of Rehabilitation for job placement in the Glendale area. Edwin was hired by Vons as a courtesy clerk, where he quickly took on additional responsibilities due to his strong customer service skills and work ethic. When he transferred to Pasadena's Vons his exemplary reputation preceded him. Edwin set his eyes on a transfer to the in-store Starbucks, and both the store and Starbucks managers rallied to encourage Edwin to apply. With assistance from Vons and Starbucks Human Resources, Starbucks agreed to train and certify a Villa Esperanza Services job coach as a Starbucks barista to prepare to train Edwin with the memorization and testing on Starbucks' many products. Edwin is now a Starbucks barista and has taken on this challenge with a can-do attitude and dedication to personal and professional growth.

These are unique partnerships between for-profits and non-profits serving local residents with developmental disabilities. The resounding success of this work training partnership is an example of the trend toward convergence of social services and the business community. Thanks to Villa's successes, local cities and businesses are realizing the range of social and economic benefits to hiring individuals with disabilities through nationally accredited supported employment providers like Villa Esperanza Services.

VILLA'S ACCOMPLISHMENTS

- Villa's Individual Employment Placement Program continues to expand with 36 clients working competitively with coaching support at local businesses.
- We also have 53 Group Supported Employment Placements for adults with developmental disabilities.
- Villa expanded our Employment Services West to Santa Paula, East to Azusa and South to South Central Los Angeles.
- Villa has developed new employment community partnerships with organizations like the United States Postal Service, Danny's Farm and Manna Conejo Valley Food Bank to provide employment solutions.



Kathy*

54 year old Kathy is a single mother of two adoptive children and has Crohn's Disease. She is on an extremely fixed income and the threat of foreclosure on her home is real. Villa's Care Management Outreach Collaboration (CMOC) team got a call, "Please rescue her." Our staff worked to rally resources to assist Kathy with her situation. Collaboration with Lutheran Social Services, Hospice of the Conejo, Under One Roof, Catholic Charities and other church organizations, Villa was able to keep her in her home allowing her to apply for low-income housing and pursue other living options.

Working to resolve potentially devastating situations is what our CMOC team handles daily. Young or old, wealthy or poor, our professional staff work with individuals on meeting their needs with the ultimate goal of helping them to continue to live independently in their own home. CMOC works closely with all community agencies to meet these needs.

With a strong community surrounding you, anything is possible.

** The individual prefers to remain anonymous*

VILLA'S ACCOMPLISHMENTS

- Independent Living Services were provided to 51 adults with developmental disabilities.
- We gave care and support to 68 adults who live in our residential homes and independent living apartments.
- Adult Day Programs were provided for 94 adults and frail, at-risk seniors.
- Care Management Services reached out to assist over 500 vulnerable, at-risk adults and seniors.
- Our nurse provided 150 flu shots for clients, volunteers and staff.



Our Programs

Villa Esperanza Services provides programs for children, adults and seniors ranging in age from 2–102. Villa serves a diverse population including individuals with intellectual and developmental disabilities, full spectrum autism, cerebral palsy, Alzheimer’s, dementia, Down syndrome and speech or communication difficulties. Villa is unique because it offers a full inclusion and integrated pre-school, a community care management program and an adult and senior day program. Serving Los Angeles and Ventura Counties, our innovative programs are individualized for each person and foster independence.

Our eight programs include:

SCHOOL—A comprehensive school for children and youth with full spectrum autism, cerebral palsy, Down syndrome and other developmental disabilities; serving over 24 different school districts for ages 2–22, including a Career Exploration Program for high school students.

HJELTE-PHILLIPS SPEECH & LANGUAGE CENTER—Provides evaluation and treatment for a variety of communication difficulties with a specialty in autism.

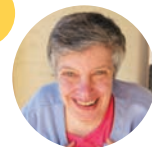
DIMENSIONS ADULT DAY PROGRAM—Serves adults 18 years and older with developmental disabilities and is designed to develop and maintain an individual’s functional, cognitive, social and independent living skills.

ADULT RESIDENTIAL & INDEPENDENT LIVING SKILLS PROGRAMS—Locations in Pasadena and Thousand Oaks, nine group homes and six apartments provide quality living, with built-in levels of support, and opportunities for an active life in the community.

EMPLOYMENT & TRANSITION SERVICES—An inclusive, community-based employment and work placement program. Building partnerships for success by matching work desires and career goals of individuals with disabilities to community employers.

INTEGRATED ADULT DAY PROGRAM—Offering a variety of services for adults 18 years and older, frail older adults, individuals with Alzheimer’s disease or related dementias, and people with developmental disabilities.

CARE MANAGEMENT OUTREACH COLLABORATION—Serving 42 cities in Los Angeles and Ventura counties, this integrated program connects frail elderly, vulnerable adults and adults with developmental disabilities to public and private services they need to maintain their independence at home.





Volunteers for Excellence

Villa volunteers come from many walks of life and share their talents in a variety of ways. Whether it is local students interested in learning more about volunteering, retired adults who want to give back, or Dimensions Adult Day Program participants helping someone else in need, Villa's volunteers say they leave having received more than they gave.

Last year, over 400 volunteers gave more than 6,500 hours of service. Our volunteers are dynamic people and are just as diverse as the people we serve. In addition to individual volunteers, Villa enjoys many strong community partnerships with local schools, churches or service organizations, including the following:

- | | |
|--|---|
| Blue & White Planning Committee | Lions Club of Pasadena |
| Boy Scouts of America | Loyola High School |
| California State University LA | Mayfield Junior School |
| California State University Long Beach | Mayfield Senior School |
| California State University Northridge | Monrovia Volunteer Center |
| Calvary Church | National Charity League, San Marino Chapter |
| Caring Hearts | Occidental College |
| Circle K, Pasadena City College | Pasadena City College |
| Civitan Club of Pasadena | Rotary Club of Pasadena |
| Community Conscience | Rotary Club of Thousand Oaks |
| Community Council for Excellence | San Gabriel Valley Volunteer Center |
| Community Integrated Services | Shakespeare League |
| Dimensions Day Participants | Sterling Hills Women's Golf Association |
| East LA Volunteer Center | Tournament of Hope Committee |
| Fair Ladies Auxiliary | University of California, Los Angeles |
| Flintridge Preparatory School | University of Southern California |
| Flintridge Sacred Heart Academy | Villa Board of Directors |
| Girl Scouts of America | Villa Esperanza Caring Hearts |
| Hospice of Conejo Valley | Villa Esperanza Guild |
| Housing Foundation Board of Directors | Villa Housing Board |
| Kiwanis Club of Pasadena | Villa Parent Association |
| La Salle High School | |

We thank each of the above groups and all our volunteers for helping to strengthen, teach and embrace our community. You help make the community a better place.

- Launched Villa's new newsletter, *Villa Voice*.
- Conducted 41 tours for 75 people to educate donors, volunteers and friends on Villa's comprehensive services.
- Over 6,500 volunteer hours were given toward direct service, committees, task forces, building projects, campus improvements and office assistance.
- Secured a grant from the Weingart Foundation to assist Villa with our Strategic Plan Goals of capacity building.
- Raised \$1.5 Million in revenue to assist with programs, operations and campus improvements.
- Purchased additional property located on Villa Street in accordance with future program needs.
- Expanded employee benefits.

Our Community of Donors

Villa Esperanza Services is a special place, serving special people and we know that we could not have made it for 47 years without your support. Every gift makes a difference. Thank you to our community of donors!

VILLA VISIONARIES (\$25,000 +)

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Community Conscience Board,
Under One Roof
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Dodger Day
Tomlinson Foundation
Tournament of Hope
Villa Esperanza Guild
Weingart Foundation
Wells Fargo Foundation

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TOURNAMENT OF HOPE— A SWINGING SUCCESS

The best tournament in town! Villa held the 19th Annual Tournament of Hope on September 26, 2006 at Glendora Country Club. The event raised \$165,000 to support Villa's various programs and services. Wells Fargo was the title sponsor and Villa saw more than 140 golfers participate in a day of golf, silent & live auctions and awards banquet. A swinging success, "fore" a great cause!



**2006 ADULT AWARDS
NIGHT RECIPIENTS**

Julia Stahl
Residential Awards—
James Wilson
Debra Page

Betty De Santis
Residential Award—
Mark Clementson

The Michael Canter
Star Awards—
Jacqueline Stone
Billy Calhoun

Elene Chaffee Loebbecke
Employee of the Year
Awards—
Steve McGregor
Juliana Wheatley

Dimensions
Achievement Awards—
Karen Bogel
Lilia Preciado

Adult Day Program
Achievement Awards—
Anne Plunkette
Mary Jane Gonzales

Dottie Nelson
Outstanding Participant
of the Year Award—
Harry Inthout

Community
Outreach Awards—
Jessie Selton
Eva Corella

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ERNEST LOEBBECKE
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Exists as a constant—
a bedrock—to safeguard
Villa's future.

**THE DONALD H. ALBECK
EDUCATION FUND**

Serves to encourage Villa
staff who seek college and
graduate level degrees by
providing limited financial
assistance for educational
development.

**ANNA M. CEBULA
RESPITE FUND**

Covers support services for
family caregivers providing
daily care for a loved one.

HELEN A. NELSON FUND

Provides supplemental needs
or additional resources
for our Care Management
Outreach Collaboration
Program.

**THE GEORGE SCHARDT
MEMORIAL CLIENT
ASSISTANCE FUND**

Assists clients in need when
a family is unable to provide
new clothing or funds for
recreational and educational
outings.



BETTING ON

"A DAY AT THE RACES"

200 guests enjoyed Villa Esperanza Guild's 9th Annual "A Day of Thoroughbred Racing" held at the Santa Anita Turf Club on Saturday, February 24, 2007. The event raised \$64,000 to support Villa's Hjelte-Phillips Speech & Language Center and Residential and Independent Living Programs. Thank you for betting on a winner!

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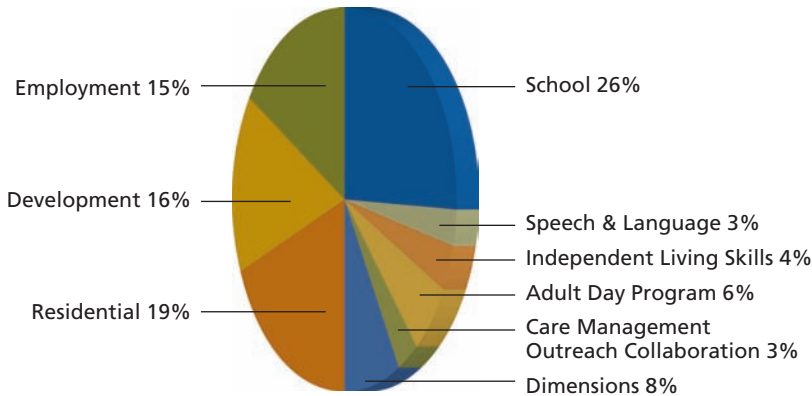
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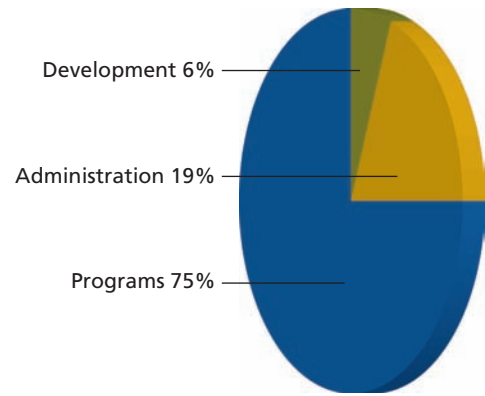
Villa Esperanza Services 2006–2007 Financial Summary

(unaudited)

REVENUE



EXPENSES



Program revenues received from the following sources:

- Area Agency on Aging
- Department of Health
- Department of Rehabilitation
- Private Clients
- Regional Centers
- School Districts

Number of Employees: 245

Annual Budget: \$10.3 Million

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ANGEL FRAMES

The 3rd Annual "Angel Frames" is the result of two eight-week art therapy projects where professional artists worked with Villa's children and adults on a variety of art pieces ranging from layered collages to large and small painted canvases. The art was showcased at an exhibit launch on Sunday, June 24, 2007 at the Armory Center for the Arts and then traveled to various venues for display.

The project is funded by a community of donors—the Rowe and Gayle Giesen Trust, The Green Foundation, the Oak Tree Charitable Foundation and the Tournament of Roses Foundation.

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**BLUE & WHITE—
 AN EXPERIENCE
 FOR ALL AGES**
 May 20, 2007 marked Villa's
 1st Blue & White event. The
 experience took place at the
 home of Paulette & Mark
 Geragos in La Cañada with
 Colleen Williams, NBC4 News
 Anchor, serving as Mistress of
 Ceremonies. Villa presented
 the 10th Annual Guardian
 Angel Award to Lee & John
 Taylor who have been long-
 time supporters of Villa
 and embody a wonderful
 enthusiasm for community
 involvement. Guests of all
 ages enjoyed brunch, dance
 performances and live music.
 The event raised more than
 \$58,000 to help support Villa's
 programs.

The Villa Esperanza Services Annual Report is published by

Villa Esperanza Services
2116 East Villa Street
Pasadena, CA 91107
626-449-2919
www.VillaEsperanzaServices.org

Villa Esperanza Services programs are licensed and accredited by:

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California State Department of Health
California State Department of Community Care Licensing
CARF, the Commission on Accreditation of Rehabilitation Facilities

Villa Esperanza Services is an equal opportunity employer.

Editor: Gioia Pastre
Writer: Michelle Cox
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If you would like a copy of Villa Esperanza Services complete audited financial statement, please contact the Development Office, 626-449-2919.

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Every effort has been made to ensure the accuracy and completeness of the acknowledgement of donors from July 1, 2006 through June 30, 2007. We sincerely regret any omission or error, and would appreciate having our Development Office notified of any corrections or additions that are needed. Thank you.

2006-2007

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MISSION STATEMENT

Villa Esperanza Services provides a range of programs that serve a diverse disabled population by:

Developing model programs to meet the needs of children and adults with developmental disabilities and vulnerable, at-risk adults and seniors.

Providing the right program to fit the needs of each individual.

Creating a support system including advocacy for our clients and education for families.



2007-2008 Board of Directors



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Villa Esperanza Services is a place where families know their loved ones will be cared for with respect and encouragement to reach their highest level of independence. Look for us in your community.

MAIN OFFICE

Villa Esperanza Services
2116 East Villa Street
Pasadena, CA 91107
Tel 626-449-2919
Fax 626-449-2850
Email: info@VillaEsperanzaServices.org
www.VillaEsperanzaServices.org

ADDITIONAL PROGRAM SITES:

Adult Day Program

Westminster Presbyterian Church
1757 North Lake Avenue
Pasadena, CA 91104
Tel 626-398-4435
Fax 626-398-4707

**Care Management Outreach
Collaboration (CMOC)
& Independent Living Skills (ILS)**

Under One Roof Human Services Center
80 East Hillcrest Drive, Suite 103
Thousand Oaks, CA 91360
Tel 877-446-4900
Tel 805-446-4500

CMOC

10100 Balboa Boulevard
Granada Hills, CA 91344
Tel 800-661-3359

Dimensions Adult Day Program

2090 East Villa Street
Pasadena, CA 91107
Tel 626-449-2919
Fax 626-449-2850

Employment & Transition Services

756 Lakefield Road, Suite F
Westlake Village, CA 91361
Tel 805-446-1939
Fax 805-446-1959

**Hjelte-Phillips Speech
& Language Center**

435 North Craig Avenue
Pasadena, CA 91107
Tel 626-795-8355
Fax 626-449-2850

ILS, Employment Services & CMOC

3711 Saviers Road, Suite L
Oxnard, CA 93033
Tel 805-486-6725
Fax 805-486-6742

ADULT RESIDENTIAL HOMES:

In Pasadena—

- Allen House
- Brown House
- Chester House
- Dominion/Morehart House
- Murphy House
- Stahl House
- Villa Apartments
- Wagner House
- Wynn House

In Thousand Oaks—

- Norgaard House



Providing Love, Care and Hope for Individuals with Disabilities and their Families since 1961

2116 East Villa Street
Pasadena, CA 91107
www.VillaEsperanzaServices.org

