



Developmental Disabilities Resource Center

2018

Annual Report

INTRODUCTION + CONTENTS

OUR MISSION is to create opportunities for people of all ages with intellectual and developmental disabilities and their families to participate fully in the community.



Developmental Disabilities Resource Center (DDRC) provides a vast array of case management, in-home services, early intervention, various residential opportunities, day program, vocational and employment options and offers behavioral health, therapeutic recreation, family support, self-determination, mentoring, and much more.

Developmental Disabilities Resource Center provides all Medicaid waiver services available in Colorado for people with IDD in our service area or who choose DDRC as their case manager or provider.

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Dear DDRC Community & Friends,

The successful work of DDRC this past year is remarkable. We are committed to supporting children and adults with intellectual and developmental disabilities (IDD) and their families with challenges, talents, and dreams in every way possible to help them lead great lives.

We have made amazing strides on our four main strategic plan goals that implement our mission, vision, and values of quality, dignity, and choice. Take a look at the following pages to see our progress in these goals, read more about our impact, and see the highlights we showcase in 2018.

We accomplish our work with the help of more than 500 employees and independent providers, and our impact is amplified by the support we receive from individuals, families, business and agency partners, funders, donors, board of directors, volunteers, and the communities we serve. We are so grateful for this support.

The nature of the long-term relationship between DDRC and the people we serve makes the work that we do unique and rewarding. We take this challenge and responsibility seriously. Our commitment runs deep.



Sincerely,

Beverly Winters
Executive Director

David Pemberton
President, Board of Directors



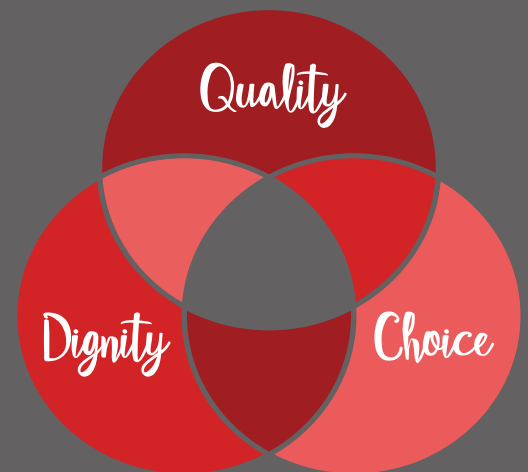
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Executive Leadership

Beverly Winters Executive Director	Rob DeHerrera Deputy Director/CFO	Pat Jefferson Access & Community
Jane Byron Human Resources	Kristie Braaten Waiver Programs	

COMMITTED TO OUR VALUES



Senior Management

Gena Colbert Finance	Roanna Davis Early Intervention	Tammy Drumright Adult Vocational Services/Walters	Keith Frambro Internet Technology	Deb Gordon Quality Living Options/Individuals
Dianne Hitchingham** Development	Susan Johnson Children & Family Services	Michele Majeune Community Relations	Liz Pahr Resource Coordination	Jeanne Terrell Quality Living Options/Groups
Lisa Strachan Development	Diana Smith-Patty A Better Choice	Terri Hulstrom Therapeutic Learning Connections	Diana Holland Adult Vocational Services/Weiland	

* Term expired or resigned in fall of 2018

+ Board members appointed to fill vacancies in October 2018

** Retired in 2018



REVENUES

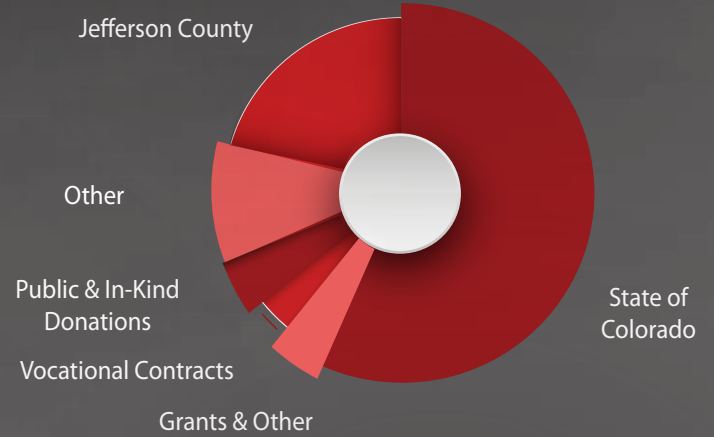
Fees for service from government agencies and grants

State of Colorado.....	\$25,370,000
Jefferson County Commissioners.....	\$8,601,000
Grants and Other.....	\$746,000

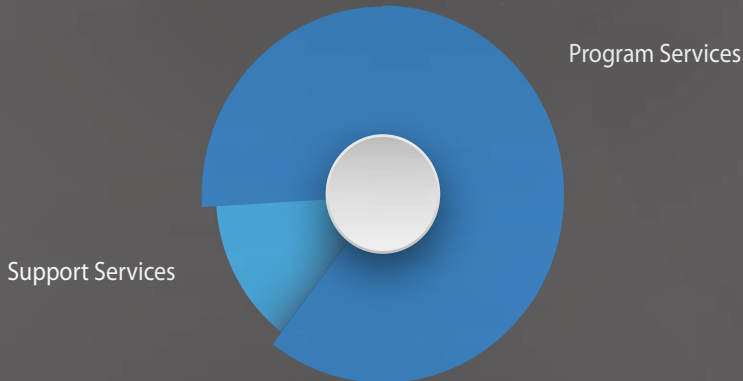
Total fees for service from gov't agencies..... \$34,717,000

Public Donations & In-Kind.....	\$274,000
Vocational Contracts.....	\$110,000
Other.....	\$2,887,000

Total Revenues and Support..... \$37,988,000



EXPENSES



Program Services

Comprehensive Services.....	\$17,552,000
Family and Supported Living.....	\$6,045,000
Case Management.....	\$4,474,000
Early Intervention.....	\$3,215,000
Grants and Other.....	\$1,942,000
Total Program Services.....	\$33,228,000

Support Services

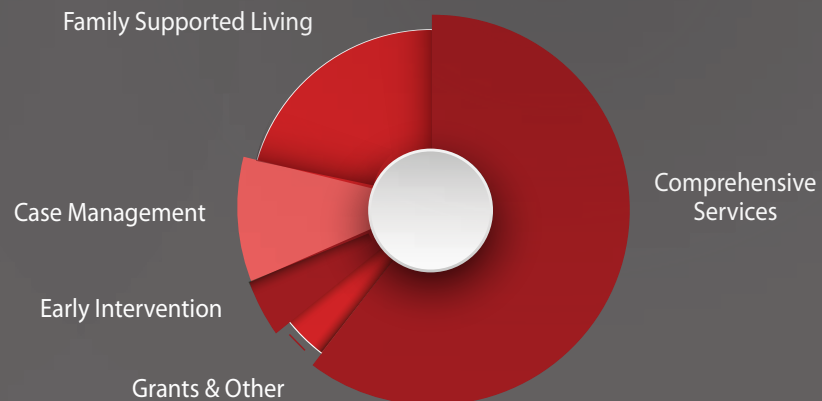
Administration.....	\$4,100,000
Development and Donations.....	\$204,000

Total Expenses..... \$37,532,000

PROGRAM SERVICES

Net Assets, beginning of the year.....	\$25,941,000
Net Assets, end of the year.....	\$26,397,000

Change in Net Assets.....\$456,000



EXPAND SERVICES AND SERVICE OPTIONS

Due to amazing collaborative efforts in 2018, more people are receiving home and community-based services and are being moved off the waitlist. We worked with Colorado legislators and other stakeholders to secure an infusion of new resources in HB 18-1407 legislation. As a result, we have been able to offer resources to more than 60 additional individuals and families.

We are also serving more people because Colorado has broadened its definition of intellectual and developmental disabilities, and due to population growth.

DDRC's direct services have:

- implemented two technology labs and expanded lab offerings
- opened Cafe Soul and other employment opportunities
- opened a transitional apartment program

We are now also able to offer new service models:

- the Family Caregiver model
- comprehensive services in the family home
- Consumer Directed Attended Services and Supports

PROVIDE EASY ACCESS TO INFORMATION

DDRC has enhanced onboarding and training of case management, resource, and service coordination staff to better equip them to assist with the vast amount of information and criteria, funding and requirements for IDD services.

We held our first Navigation event to inform constituents about how to access and qualify for services, and to give information about existing and new service options. We plan to offer such sessions more frequently. We also held a community forum during which we discussed our strategic goals and services, and sought feedback.

Our website has been redesigned to make it easier to navigate. We continue to add information and are posting more banners to alert you of news and new resources.

We launched our digital bimonthly newsletter this year which is currently being sent out via email. Visit ddrcco.com to sign up to receive the newsletter. Back copies can be found on our website.



SUPPORT BEST PRACTICES IN OPERATIONS

Our commitment to transparency has continued to grow this past year. We now include additional information on our website for easier access, including financial information and materials from our Board of Directors meetings. We continue to receive clean audits, and have financial viability and continued sustainability.

We are also pleased that our administrative costs continue to stay around 10%, which is very commendable by nonprofit standards and allows us to be the best stewards of our funding as possible.

ENHANCE SERVICE DELIVERY EXPERIENCE

New Colorado legislation (HB 18-1407) that we helped champion includes funding to increase direct support staff compensation. This is crucial to our ability to attract and retain a caring and experienced workforce of those on the front lines of care.

Customer satisfaction is among our key goals and we have continued to listen to your feedback and take action accordingly. Measures taken include workforce adjustments in staffing, training, increased technology, program development, communication, advocacy on legislation and policy, and financial planning/deployment of resources.

Please continue to provide feedback on surveys, forums, our website, your service planning and team meetings, and through ongoing dialogue with key staff and DDRC leadership.



ACTIVITIES & HAPPENINGS

JANUARY | FEBRUARY

- Years of Service Employee Recognition (5 - 30+ years!)
- Cafe Soul is in full swing
- IDD Awareness Day at the capitol & DDRC DSP's recognized with award
- Resource outreach with SEAC - one of many resource outreach efforts in 2018

MAY | JUNE

- DDRC organizes meetings for mountain communities
- Ran Colfax Marathon with Ability Experience.
- DDRC participates in Senior Law Day
- Walters Community Gardens constructed
- Welland Community Support Group hosts summer celebration
- Participated in "Caring for the Congregation" community event

SEPTEMBER | OCTOBER

- Celebrated Direct Service Professionals Week
- Held Legislative BBQ
- DDRC Annual Corporation Meeting, Dinner & Awards
- DDRC participates in Jefferson County Schools Transition Services Spotlight on students and fair

A Few Highlights...

MARCH | APRIL

- Support and attend "Achieve With Us Film Fest" with Arc of Colorado
- Working with host home providers throughout the year
- Donor thank you reception
- Volunteer appreciation activities
- Participate in and support Triad Early Childhood Council Conference

JULY | AUGUST

- DDRC/DDF 26th Annual Golf Tournament
- Lucky's Market hosts DDRC as a featured nonprofit as a Bags for Change partner
- TLC participates in Special Olympics - a continuation of year-round participation
- DDRC sponsors team in Jefferson Center Putt Your Stuff event

NOVEMBER | DECEMBER

- DDRC players performed Jolly Roger & the Pirate Queen at Green Mountain High School
- Participated in respite opportunities fair in mountain communities
- DDRC does Colorado Gives Day and annual appeal
- 17th Annual Holiday Bazaar with vendors, bakers, artisans, musicians, & silent auction
- Holiday open house hosted to benefit adults with IDD
- Secret Santa's gathered gifts & necessities to benefit those with IDD



In 2018...

- We served more than 4,200 individuals of all ages (from 2 months to 91 years old) and their families!
- We reduced our comprehensive waiting list by more than 60 adults, many of whom had been long waiting for supports.
- We reviewed more than 100 self-determination grant applications.
- We offered apartments, host homes, and family and group living options for more than 170 individuals.
- We celebrated 32 years of providing supported employment with companies, and are growing community employment connections.
- We coordinated and received more than 4,500 hours of volunteer time from 450 volunteers.
- We organized and offered more than 120 Therapeutic Learning Center Activities.
- We launched our first extensive information sessions exclusively focused on accessing IDD services which were organized by Resource Coordination.



OUR IMPACT

The Launch of the Navigating the World of IDD



In the fall of 2018 DDRC organized and held the first of what we plan to be a series of “Navigating the World of IDD Services” information sessions to address the complexity of IDD services. The sessions focused on how to qualify for, access, and use services, rather than provider options. We tailored the information to individuals in special education ages 14 and over, along with their families and others who are looking to improve their understanding of services. Staff experts and handouts covered topics on service options, intake determination, housing options, higher education, planning, Medicaid and more.

- Approximately 150 people participated in these sessions.
- 2 information sessions
- 12 support stations

Early Intervention Services

DDRC’s Early Intervention (EI) services reach families and their young children from birth to age three. It’s a delicate time when families realize their child has special needs. Fortunately, DDRC’s EI is there to help children who are developmentally delayed in an array of areas by working to build physical tone and motor skills, provide speech therapy and other interventions, and by modeling effective approaches that parents can follow. More than 860 young children were served in 2018.

One toddler was having a hard time with words, wasn’t being understood and was generally behind, resulting in great frustration on many fronts. The DDRC EI intervention specialist worked with the toddler and family, and the strategies and activities the specialist used soon became adopted practice by the entire family which helped the toddler to move ahead.

Discovery Technology Learning Labs

DDRC’s Discovery Technology Learning Labs engage people with technology and guide them to use it as they want to enrich their life, whether for job hunting, enjoyment, improving their health, connecting with friends, or gaining life skills.

Classes arise from the needs and suggestions of participants and include group or one-on-one learning, as well as help in the home to set up and familiarize users with hardware and software. A woman with limited and failing eyesight worked with the lab to learn to use technology to fit her unique needs. She shared that, “Knowing how my devices work more efficiently in day-to-day life activities make me more comfortable to be on my own!”



In 2018 we:

- served 50 individuals and their families/providers at the lab
- finished and opened a second lab site
- held a session for special education high school students



OUR IMPACT

A Story of Resolve and Resilience

Self-determination. It's a basic yet crucial part of what any individual needs through our person-centered approaches. We also designate Self Determination Initiative (SDI) funds for individuals to get the unique supports that will help them realize their aspirations.

David's experience illustrates the powerful way that the initiative makes a difference. David receives services from DDRC. Although he had been mobile many years, he went through a period where he lost strength and couldn't walk without significant assistance. Later, he gathered his courage to make a change and approached DDRC with a proposal for Self Determination Initiative support to pursue his dream.

David found Project Walk, an organization which works with people who want to build the ability to walk again, and his proposal was accepted. Before Project Walk, he was not able to get from bed to walker by himself, he couldn't get to the kitchen, couldn't get himself into a car, nor independently attend to his own personal care.

After working many months in grueling therapy and strength-building sessions, he returned to share his experience with the DDRC Board. Standing before the Board of Directors and mustering determination, he demonstrated his transformation as he walked slowly across the room. The board fell silent. He went more than 10 paces, then turned around and walked back.

David spoke of the incredible effort that he had made to regain the ability to walk. He shared that the most important thing was the difference that it made to his independence, and his ability to pursue things he wanted to do.

He and his family expressed confidence that the SDI funds were also making a difference for others who have benefited from the DDRC Self-Determination Initiative.

What Are Self Determination Funds?

The Self Determination Initiative awards grants to individuals with intellectual or developmental disabilities to give them the unique support they need to pursue their dreams. More than 100 applications were reviewed in 2018. These funds are:

- Available when other funds are not.
- Approved by committee of community and DDRC representatives.
- Available for nomination by individual, family, and advocates.
- Awarded in amounts from \$50 - \$2,500.
- Used for supports in technology, social connections, housing, education, employment supports, therapy, and life coaching.



OUR IMPACT



Behavioral Health Aids Many

This year, DDRC offered six free day-long trainings led by a Board Certified Behavior Analyst and Licensed Professional Counselor on “Applied Behavior Analysis in Home and Community.” The sessions helped attendees understand how human behavior is created, maintained, and improved. They were geared toward parents, caregivers, staff, teachers, and respite providers who interface with individuals with developmental disabilities. Attendee feedback was overwhelmingly positive, with participants saying they could apply the information to their job or caregiving.

During 2018, the DDRC Behavioral Health team also met with many individuals and family members to address various mental and behavioral health issues. This support is crucial as the incidence of such issues is similar between the population of those with IDD and those in the general community.

Housing & Living to Promote Dignity

Finding dignity in where one lives includes having a say in your surroundings and being as independent and self-directed as you can be. In 2018, DDRC helped arrange for or manage apartments, host homes, and family and group living options for more than 170 individuals to offer this self-direction, and a supportive caring environment.

Donna lives in her own apartment in Wheat Ridge where DDRC Quality Living Options staff are on site too, providing supports with daily living. Donna says she likes knowing that she can set up her belongings as she likes, make her own snacks, and has a place to enjoy alone time if she wants.



Thank You!

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Adrianne L. Fahey
Art Hogling, PhD
Ray & Jane Lundelius
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Supporters In Kind

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THANK YOU TO OUR DONORS

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 City of Wheat Ridge Parks and
 Recreation
 Colorado Railroad Museum
 Comedy Works
 Denver Botanic Gardens
 Denver Firefighters Museum
 Denver Museum of Nature &
 Science
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 Kristy Riley
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 Leslie Schomer
 Sipping N' Painting Hampden
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 Voodoo Comedy Playhouse
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During our fiscal year (July 1, 2017- June 30, 2018) we received 585 donations through our annual appeal, special events, bequests, memorials and grants, for a total of \$190,959. Donations were designated to a specific department or were used to support our mission as most needed.

DDRC AWARDS

It was a truly inspiring night at the DDRC annual meeting and awards dinner in October. We recognized individuals and groups making a difference in the lives of people with intellectual and developmental disabilities. Besides honoring legislators for their work, we gave a Hero Award to a person receiving services at DDRC. The Federal Center, Holiday Hostesses, other volunteers and DDRC employees were also honored for their terrific work on behalf of DDRC. Our congratulations and thanks to all the awardees for their help in furthering our mission.



Legislators of the Year

The members of the 2018 Joint Budget Committee were honored with our Legislators of the Year Award for their sponsorship and passage of HB 18-1407. The bill provides much needed resources to reduce the waiting list for comprehensive services and to more adequately compensate those on the front lines of direct care. The Honorable Millie Hamner and the Honorable Bob Rankin were on hand to receive the award, along with JBC staff member Mr. Robin Smart, shown pictured with Rob DeHerrera and Beverly Winters. Senator Moreno is shown accepting his award in the photo to the right.





Hero Award

The Hero Award, for a person overcoming the challenges of living with intellectual and developmental disabilities, went to John Franca. He is an entrepreneur who developed a wonderful wood and leather arts business. DDRC's Self Determination initiative and other services have helped John as he made his way to become an entrepreneur including providing shop and leatherwork tools. This year John had his goods on display and for sale at the DDRC Holiday Bazaar. He has helped pay it forward by being an inspiration and mentor to other individuals who are active in the DDRC art club.



Special Recognition

Laura Burczyk received the Special Recognition Award for her many years of creative and incredibly generous volunteering to help with costumes, props, rehearsals, and more for the DDRC Players. Her steadfast encouragement and help have been so significant to the Players' success.



Partner of the Year

Volunteer Aaron Chase was honored with the Partner of the Year Award for his 17 years of dedicated participation, mentoring and coaching with DDRC therapeutic recreation-sponsored teams. Aaron also set up a program with his employer to donate \$1,000 annually to fund equipment, uniforms and league fees for the DDRC teams, based on his volunteer commitment.



DDRC AWARDS



Friend Awards

The Holiday Hostesses, with Mary Ann Tillman, were gratefully acknowledged with a Friend Award for their many years of hosting December open houses to collect gifts of practical necessities for developmentally disabled adults and to make the open house events festive and inviting for donors. Over the years, the hostess team has included various people, with Amanda DiVito Parle, Jill Polito, and Becky Shreck among them. These wonderful women attended the event to accept the award. Mary Ann is also a new DDRC Board Director.



We recognized employees of the Federal Center in Lakewood with a Friends Award for their 10-year-plus Secret Santa project that provides wish list gifts to people receiving DDRC services. The employees personally shop for, wrap and deliver to DDRC longed-for gifts to the delight of children and seniors we serve. A few memorable gifts included a life-size doll house complete with furnishings, and a ceiling mounted hanging chair for special needs therapy. The partnership has been carried through the years by Tom Anthony, Ruth Probasco and others, including Julie Quinn and Jessica Polacek, who were both present to accept the award.



Peg Johnstone Above and Beyond Award

The Peg Johnstone Above and Beyond Award for direct service providers is given in memory of a beloved past DDRC Director. The award honors the crucial work of those on the front lines of care and supports, whose work makes a meaningful difference in the lives of those they serve. This year's awards went to DDRC employees Christine Arellano, Rita Highley, and Megan McCourt.

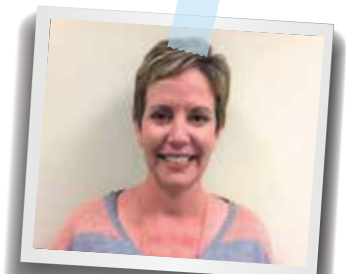
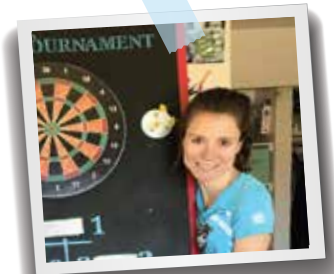
Christine Arellano is adept at helping individuals receiving services transition from home to apartment living, and she has helped individuals in these settings to develop friendships. She also spends hours volunteering for DDRC Special Olympics and unified softball teams, facilitating an amazing experience and record for the teams.

Rita Highley is an expert at individualizing services for each resident at DDRC's Belmar group home. She takes time to get to know each resident's likes and dislikes and puts that into action - like taking music lovers to park concerts, teaching people who like good food how to cook, or making a special night out at the theater for residents.

Megan McCourt is an outstanding Lead Counselor at DDRC's Orchard Valley residences who uses person-centered thinking to match individuals with meaningful recreation activities. From finding an artist couple to teach residents how to paint, to securing annual passes for animal lovers to go to an animal refuge, building a game board for a dart enthusiast, or helping a new, distrustful resident open up, Megan has been an asset in so many ways.

Charlie Allinson Advocacy Award

Kari Harper was honored with the Charlie Allinson Advocacy Award which exemplifies a staff member who has advocated for individuals with intellectual and developmental disabilities in countless ways over time. She has been a DDRC Resource Coordinator for almost 20 years and has been relied upon to handle challenging cases because of her knowledge, tenacity, and ability to relate to people and achieve great outcomes. Providers and family members attest to her care and abilities. She has been exemplary in balancing administrative demands of the job while effectively helping individuals and their families connect to the services they need, feel supported, and understand the world of Medicaid and IDD services.





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