

2018 ANNUAL REPORT



YOU. YOUR INVESTMENT IN OUR WORK. Today more than ever, your contributions are crucial to sustain Serra Center's services. You enable our staff to provide life-skills training and life-enriching experiences for the people we serve. Above and beyond the important "basics" of care, we empower each individual to reach for the stars to live his or her best possible life.

THANKS TO YOU.



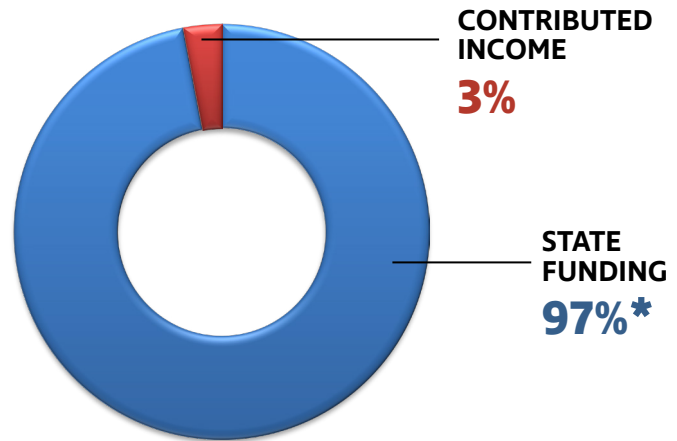
Our Mission is to provide dignity, respect and choice to persons with developmental disabilities.

Every day in all ways.

YOUR SUPPORT MAKES THE DIFFERENCE

2018 FINANCIALS

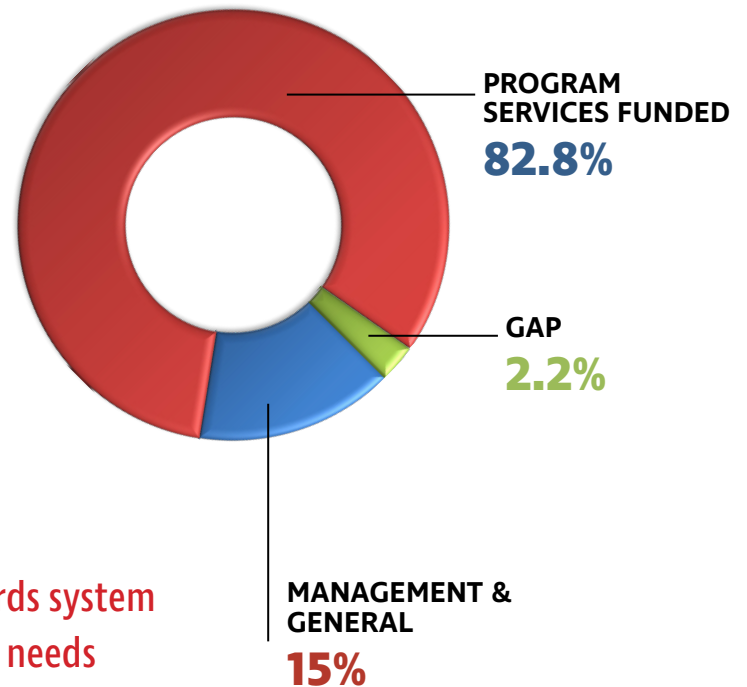
REVENUE



*While 97% of our funding comes from the State of California, **this revenue does not cover expenses.**

Even with contributed income, we are short annually by a gap of \$82,447 that can only be filled by your contributions.

EXPENSES

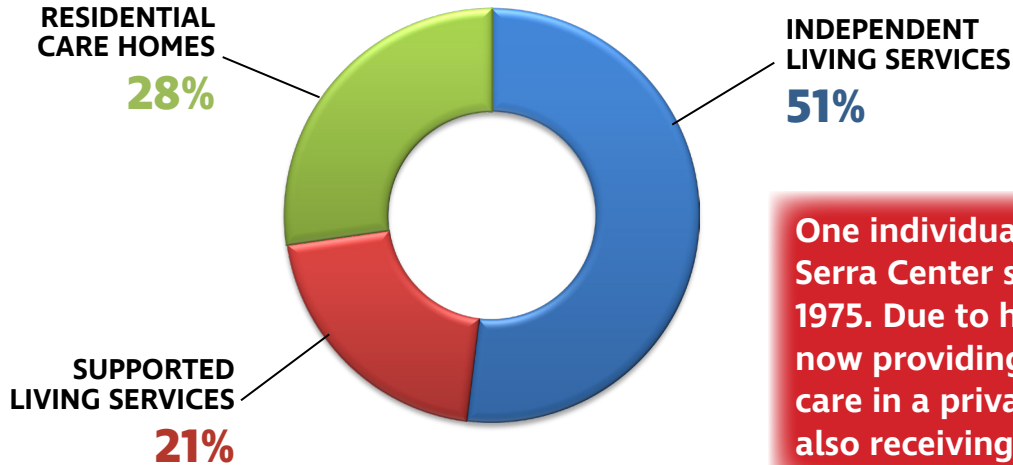


What's not covered?
Why the \$82,447 gap?

- Residential Care Home maintenance
- Vans at our 4 homes to transport clients, including maintenance and gas
- Internet fees at the homes for online records system
- Special adaptive equipment & special diet needs
- Employee training & on-going education

PROGRAM BREAKDOWN

We served 78 clients in 2018 over our three programs. These men and women vary in age from 24 to 89. Nearly half of these individuals (47%) have been with Serra Center for 30 years or more!



One individual has been served by Serra Center since our first year in 1975. Due to health issues, we're now providing her one-on-one ICF care in a private room where she's also receiving Hospice care.

RESIDENTIAL CARE HOMES

Serra Center owns and operates four residential care homes in Fremont providing housing, intensive personal care and medical support. Licensed by the California Department of Health Services, we provide 24-hour care from registered nurses, physicians, recreation therapists, dieticians and program professionals who work with individuals on their customized personal care plans.

365 days a year, 24 hours a day.

5 The average number of living skills objectives each individual is working on achieving at a time

3:1 Client/staff ratio



Karen at Serra Center Awareness Walk

24/7 Our care is "awake care" around the clock 365 days a year

99% of ICF clients work, volunteer, or attend a day program

98% Integrating into the community with employment, volunteerism, cultural activities and classes

71% Receive housing and learn to manage their current households

1:1 Client/staff ratio in ILS and SLS programs

SUPPORTED LIVING SERVICES

Individualized training and services for individuals who live in their own homes or apartments. Service varies from a few hours weekly to 24-hour care.

Support is on-going for as long and as often as needed.



Marsha at home



Bill & Roger at Art Workshop

Services help individuals exercise meaningful choice and control in their daily lives.

63% of SLS clients receive 24-hour 1:1 care in their own home or apartment.

INDEPENDENT LIVING SERVICES

Life skills training and support to enable individuals to secure a self-sustaining independent living situation in their own home or apartment, with on-going training to maintain skills to lead the most self-determined life possible.



Bruce has worked as a courtesy clerk at Lucky's for over 20 years!



Jenny is a mom and works in the bakery at her community Safeway!



Courtland works at Buffalo Wild Wings and attends community college

WHERE DOES EVERYONE LIVE?

84% Live in Fremont either in one of our four homes or in their own home

16% Live in their own homes throughout Alameda County from Oakland to Livermore

2018 DONORS

With heartfelt gratitude for the difference each of you makes!

INDIVIDUALS

\$1,000 to \$5,000

Lynn & Judy Anglin
The family of Cathy Covell
Sue Goddard
Clara Goldberg
Gerald & Virginia Lang
Mimi Lou
Ronald & Joyce Nelson
Beverly & Jim Reynolds
Lisa Senadenos
Andris Skuja
Lois Frances Smith
Dr. and Mrs. Stu Zeman
& Robin Nicole Beauty Bar

\$500 to \$999

Kathleen King
Kenneth Louie, DDS
Doral & Daryl Main
Leslie McGarry
Mark & Debra Palmer
James Pope
Maya Sastry
Julie & Joel Sharp
Alameda County Supervisor
Richard Valle
Phil Wald

\$250 to \$499

John & Kim Cerchiai
Sheri Frumkin
Katherine Gavigan
Fremont Council Member Rick Jones
& Dana Jones
Matt & Sandy Ketchem
Dorothy Nunes
Norbert Ralph
Carol Ramsay
Joan Sullivan
Fremont Police Captain
Sean Washington
Constance Williams

\$100 to \$249

Elise Balgley
John Beaton
Linda & Ed Blackburn
Gail Blalock
Heidi & Bob Denzler-Halsey
James Dunbar
Janice Gebhardt
Sam Hariz, DDS
William Jones
Barbara & Larry Jordan
Sheetal Kammaje

INDIVIDUALS

\$100 to \$249 *cont'd*

Gary & Carol Kefer
Alison Kieft
Rick Koelz
Phil & Sharon LeBrun
Sherry Matsumoto
Fremont Mayor Lily Mei
Jen Miller
Daniel Mok
Carol & Kevin Quinn
Beth Rasler
Jim & Terri-Lynn Rommelfanger
Linda Schlegel
Debbie Tostenson

< \$100

Margarita Alcantar
Shannon Antepenko
Carol Arata
Alice Beaton
Dalys Block
Cyndy Britto
Pamela & Brian Bronk
David Burnash
Nancy J Currie
Lynie Del Bono
Dou Dyer
Faimafili Fuala`Au
Angela Gavigan
Jennifer Gehlke
Malahat Hatifi
Janet Herrington
Katherine Hill
Irene Jordahl
Jane Kaasa
Rosanna MacDonald
Alayna McGarry
Kevin McGarry
Julie Moore
Nesly Moquette
Sean & Bess O'Shea
Lorrie Papadakis
Norine Pera
Sheryl Reis
James Reyes
Carmen Santillan
Kathy & Jerry Steel-Sabo
Terilyn Tran
Sarah Van Hosen
Enrico White
California State Senator
Bob Wieckowski
Rodney Witte
Shari Zelman
Julie Zhu

ORGANIZATIONS

\$1,000 to \$5,000

Fremont Bank
Kaiser Permanente
Sutter Health, Palo Alto Medical
Foundation
Benevity
Columbia EDP
Washington Hospital Healthcare
System

\$100 to \$999

Christian Church of NCN
Fremont Police Association
Fremont Police Manager's
Association
Harrison Accounting Group, Inc.
Heritage Bank of Commerce
Honeywell International Charity
Niles Discovery Church
Republic Services
Tri-City Pharmacy

IN-KIND DONORS

Bimbo's 365 Club
Cloverleaf Family Bowl
Lynie & Mark Del Bono
Aileen Fox
Market Broiler
Holly Masterson
Dallas Nelson
Sean & Bess O'Shea
Original Joe's
P.F. Chang's
Kristy Palfalvi
Savannah Chanelle Vineyards
Dr. & Mrs. Stu Zeman
Hayward Council Member
Francisco Zermeno

LEGACY CIRCLE DONORS

*Donors who have made a bequest to
Serra Center*

Robert Scott Allred and Esther Marie
Allred Revocable Living Trust
A. and J. Eitzen Family Trust
Collins Kelley Revocable Trust
Margaret & Daniel Pope
Mildred & Elmus Ruff
Estate of Clara Chiman
Andris Skuja
Estate of Guy Stevens

OUR TEAM — A Career of LOVE

We are so grateful to have team members who embody the commitment to care and passion for serving that has empowered Serra Center's mission for nearly 45 years!

Of our staff of 72:

- **42%** have been employed with Serra Center for at least **5 years**
- **33%** have been employed with Serra Center for at least **10 years**

Each dollar you contribute helps to ensure that each of our employees is fully trained at the time of their hire and consistently trained thereafter so that they provide the skilled and compassionate care to the people we serve with utmost confidence and safety.

YOU make it possible for us to hire, train and keep our staff members who go the extra mile and build a career based on passion and commitment to caring for others.

- All employees are required to pass a DOJ criminal background clearance.
- ICF employees are required to have 36 hours of continuing education training annually.
- \$382.85 -- the unfunded cost to recruit, train, and on-board one new employee!

LEADERSHIP TEAM

Lisa Senadenos
Chief Executive Officer

Dalys Block
Chief Financial Officer

Sheetal Kammaje
Human Resources Manager

Monique Alridge
ILS Program Manager

Cyndy Britto
ILS Program Manager

Gerlaine Cabahug
ICF Program Manager

Jen Miller
SLS Program Manager

James Reyes
ICF Program Manager

Fili Fuala`Au
Administrator & Scheduler

Leslie McGarry
Development Manager



Brian & Instructor Kevin

BOARD OF DIRECTORS

PRESIDENT

Elise Balgley, Esq.
Attorney at Law
Bernard, Balgley, Bonaccorsi, LLP

TREASURER

Phil Wald
Controller
Kaiser Permanente

SECRETARY

Sue Goddard
Retired Educator

MEMBERS

Matt Ketchem
General Manager Northern California
Republic Services

Jerry Lang
Vice President, Mountain West Zone
Christian Church Foundation

Doral Main
Retired, Public Relations Manager