

# **HEROES** **Work Here!**

**Harbor Regional Center  
Annual Report 2020**

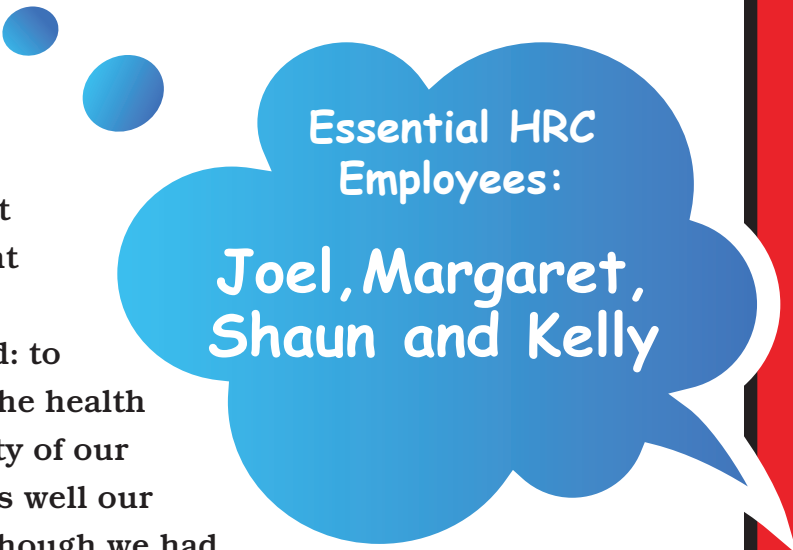


HARBOR  
REGIONAL  
CENTER



# Essential Work

2020 was an extremely challenging year for everyone. Like so many other organizations, Harbor Regional Center had to quickly reorganize and convert our activities for the new socially-distanced and virtual environment.



Our most important mission remained: to protect the health and safety of our clients as well our staff. Although we had to close our offices to the public, we continued to work here in our offices as well as virtually. While we could not meet in person with our clients and families, we put increased efforts into making contact with our clients and families through phone calls, email, and Zoom, to check on how they were doing and how their needs had changed, and to offer support. Some essential service providers continued to provide direct care to their clients in their homes while following careful health and safety protocols. Other providers developed creative new ways to serve clients by meeting on virtual platforms, and making individual deliveries of educational and training materials.

For those with extraordinary needs, our donors were more generous than ever, and we were able to organize drive-through events and individual deliveries to provide diapers, computers, Personal Protective Equipment (PPE), and gift cards for groceries.

We are extremely grateful to ALL our staff and service providers for adapting to new ways of serving and supporting our clients and families. In this annual report, we'd like to highlight four of these valued staff.

**Essential HRC Employees:**

**Joel, Margaret, Shaun and Kelly**

We are proud of our efforts to promote employment for all of our adult clients, and we hope to see the number of employed clients grow. We are especially proud that four individuals with developmental disabilities are currently members of our HRC staff. Three of them work in our Department of Administration, and one works as Client Advocate in the Family Resource Center. Their time of employment at HRC ranges from one to over 10 years. Each of them brings their unique talents to our workplace, and are a joy to have as coworkers.

**Joel Guerra**



ANYONE HERE TO UNIFY  
DEADLINE  
BECAUSE WE MAKE UP MOMENTS  
DON'T LET YOUR BREATH AWAY





## **Joel Guerra, Fiscal Assistant**

Joel got his training as an office assistant at the Southern California Regional Occupational Center (SCROC) in Torrance. From SCROC he obtained an internship, and part-time job providing office support for Callas Rennsport auto shop for over three years.

In late 2019, his service coordinator, Laura Garcia, told him about a job opening at Harbor Regional Center for a fiscal assistant. Joel applied, and joined HRC's staff in January of 2020.

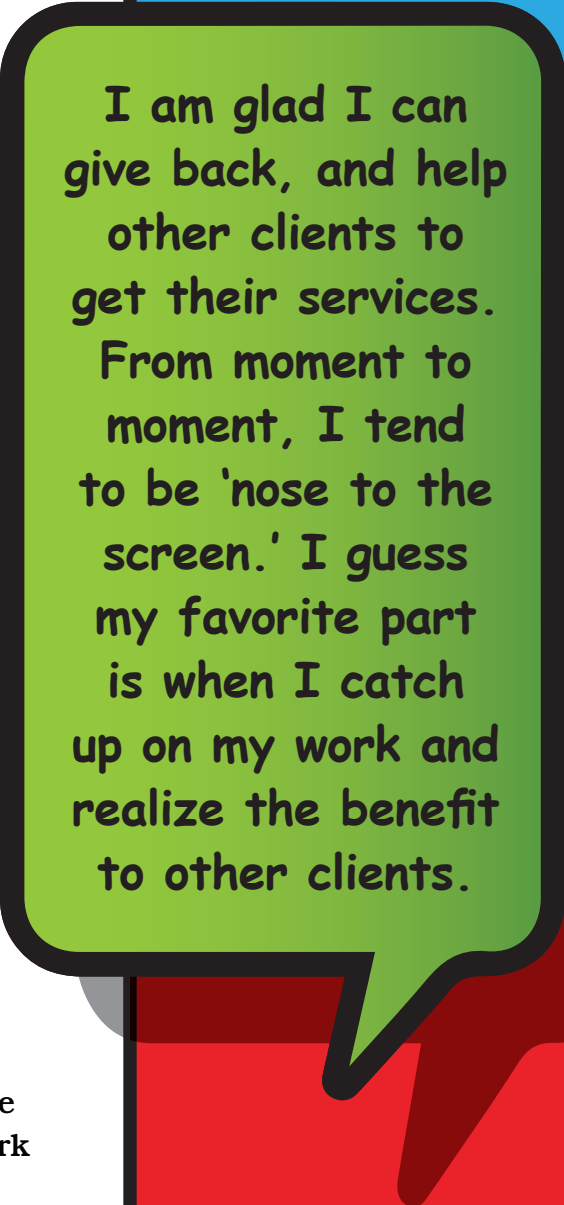
As a fiscal assistant, Joel receives Purchase of Service authorizations from service coordinators. "After the Purchase of Service authorizations are approved, they come to me to check and to enter into the system." Twice a month he also processes payments to the providers of these services. He says that the importance of this work keeps him motivated.

Joel has a job coach who checks in with him regularly and is available for help when needed, which he says has been a tremendous help to "feeling remarkably confident."

He notes that when he was a young client, "Harbor Regional Center taught me how to talk. I am glad I can give back, and help other clients to get their services. From moment to moment, I tend to be 'nose to the screen.' I guess my favorite part is when I catch up on my work and realize the benefit to other clients. That's where I get my satisfaction."

Joel had been working with HRC a short time when the pandemic made it necessary for HRC employees to work from home and on rotating schedules in the office, so that everyone can maintain safe physical distance.

"I appreciate that HRC is looking out for our safety. I really appreciate how above and beyond supportive everyone has been, especially when everyone was adjusting to all of the changes. Everyone is concerned with doing a good job so people can get the help they need. From the CFO Judy Wada and my manager Tes Castillo to all of my coworkers, everyone shows a genuine interest to be helpful."



I am glad I can give back, and help other clients to get their services. From moment to moment, I tend to be 'nose to the screen.' I guess my favorite part is when I catch up on my work and realize the benefit to other clients.

## **Margaret Eskander, Office Assistant**

Before coming to work at HRC, Margaret received supported employment services from Social Vocational Services. She gained experience working as an office assistant in the business offices of City National Bank in Manhattan Beach, together with two other HRC clients.

**"It's a nice work environment. People here understand our abilities."**

In December of 2019, Margaret joined the staff as an Office Assistant at HRC. Her job includes delivering the mail, as well as assisting the Facilities Manager and Facilities Assistant in activities such as setting up conference rooms. Her favorite activity is delivering the mail, and she especially enjoys being able to see and talk with the employees throughout HRC.

**"It's a nice work environment. People here understand our abilities."**

Her duties and work environment changed quite dramatically, as they did for all of us, with the arrival of the COVID-19 pandemic. She sees a much smaller group of coworkers in the office. While some staff come into the office at HRC every day, most of our staff now work remotely from home, and come in to the office on rotating schedules for a couple of days a week. Now, HRC meetings have gone to virtual platforms. Instead of assisting the Facilities staff to set up conference rooms for daily meetings, Margaret is happy to be able to assist in making packages of PPE for the HRC clients, families, and service providers who need these supplies.

She has taken all of the changes in her work assignments in stride. "I love everything that I do at HRC."



# Margaret Eskander





**Shaun Randolph**





## **Shaun Randolph, Facilities Assistant**

Shaun joined our Facilities Team in April of 2019. His primary responsibility was to keep up with the very heavy demand for setting up conference rooms, for numerous internal and public meetings throughout the day and week, for staff, clients and families, and service providers.

He assists in maintaining our inventory of office supplies and equipment for mailing, copying, and generally keeping our offices running, and in managing our mail as back up to the Office Assistant.


“I’m glad we have a team effort, and it works!” he observed. “I help where I’m needed.”

In March of 2020, as Shaun was about to celebrate his one-year anniversary at HRC, the world experienced the COVID-19 pandemic, and gatherings of all kinds in our conference rooms were cancelled. Shaun remained an extremely valuable member of the team, as Facilities stepped up to the front lines as essential workers at HRC.

He assisted in preparing and getting out informational mass mailings to nearly 16,000 clients and families. As the Department of Developmental Services was able to distribute Personal Protective Equipment (PPE) to the regional centers, Shaun and the Facilities Team began to meet the new demands for unloading, stacking, and organizing rooms full of boxes. “I’ve never seen so many boxes! We set up different packages for families and service providers, and then load them on to buses that deliver them.”

“I like any opportunity to move around, lifting, and physical activity. And I like the atmosphere here, which is genuinely friendly.” Although Shaun had to get used to being around such a large number of fellow employees, “It helps me to promote a sense of growth.”

He recently took up drumming, and his steady beats can sometimes be heard as he practices during his lunch break. When he is able to listen to music while working, “it helps me center myself, flow through my activities, and get things done.”



**“I’m glad we have a team effort, and it works!”**

## **Kelly Sutton, Client Advocate**

Kelly is our veteran, having worked as a volunteer and then an employee of Harbor Regional Center for over 10 years. After working as a volunteer in the HRC Family Resource and Assistive Technology Center, Kelly joined the staff in 2009.

Her favorite part of the job is seeing people and assisting adult clients, parents, and kids.

As Client Advocate, Kelly works together with Client Advisory Committee chairperson David Gauthier, Adult Client Services Manager Kris Zerhusen, and Service Provider Relations Specialist Erika Landeros, to support the work of the Committee. She maintains ongoing communication with all of the clients who participate on the Advisory committee, and supports the running of the meetings.

Kelly also supports the work of the Resource Center, helping to maintain the informational materials in the lending library such as books, videos, flyers, and toys, and assisting visitors to find materials they are looking for and check them out.

Benefitting from Kelly's experience as a volunteer preschool aide, she has also served as a valuable team member during child development classes held by the Resource Center, helping children participate in songs, crafts, and other activities. However, when the Resource Center and classes unfortunately had to close to in-person visits since the onset of the quarantine in mid-March of 2020, Kelly has seen her duties change quite a bit. She looks forward to the return of in-person visitors.

Kelly has another important job, as a volunteer Board Member for HOPE (Home Ownership for Personal Empowerment), which develops and operates affordable housing for people with developmental disabilities.

"It's awesome because I like to keep busy." Her favorite part of the job is seeing people and assisting adult clients, parents, and kids. Her new challenge on the job? "I'm not a big fan of Zoom."



**Kelly Sutton**









# Statements of Financial Position

For the Year Ended June 30th  
2020 2019

## ASSETS

Cash and cash equivalents	\$17,917,077	\$9,443,641
Cash-client trust funds	518,640	774,912
Corporate bonds	100,939	125,000
Net receivable – State Regional Center contracts	5,609,482	8,060,391
Receivable - Intermediate Care Facility providers	2,248,341	1,921,230
Prepaid expenses	597,103	669,842
Other assets	124,570	85,800
Due from State – accrued vacation leave benefits	1,319,008	1,221,993
Due from State – deferred rent	<u>12,314,229</u>	<u>12,119,189</u>
<b>TOTAL ASSETS</b>	<b><u>\$40,749,389</u></b>	<b><u>\$34,421,998</u></b>

## LIABILITIES AND NET ASSETS

### LIABILITIES

Accounts payable	\$25,339,799	\$19,391,769
Accrued and other liabilities	1,036,940	728,570
Accrued vacation leave benefits	1,319,008	1,221,993
Deferred rent	12,314,229	12,119,189
Unexpended client trust funds	<u>518,640</u>	<u>774,912</u>
<b>TOTAL LIABILITIES</b>	<b><u>\$40,528,616</u></b>	<b><u>\$34,236,433</u></b>

### NET ASSETS

Without donor restrictions	<u>220,773</u>	<u>185,565</u>
<b>TOTAL NET ASSETS</b>	<b><u>220,773</u></b>	<b><u>185,565</u></b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b><u>\$40,749,389</u></b>	<b><u>\$34,421,998</u></b>



# Statements of Activities

	For the Year Ended June 30th	
	2020	2019
<b>SUPPORT AND REVENUE</b>		
State Regional Center contracts	\$256,001,790	\$236,259,999
Intermediate Care Facility supplemental services income	3,503,042	3,654,952
Intermediate Care Facility administrative fee	47,598	53,419
Interest income	252,591	156,161
Donations and other income	345,029	308,650
<b>Total Support and Revenue</b>	<b>260,150,050</b>	<b>240,433,181</b>
<b>EXPENSES</b>		
<b>Program Services</b>		
Client services	257,182,815	237,707,847
<b>Supporting services</b>		
General and administrative	2,932,027	2,705,445
<b>Total Expenses</b>	<b>260,114,842</b>	<b>240,413,292</b>
<b>Changes in Net Assets Without Donor Restrictions</b>	<b>35,208</b>	<b>19,889</b>
<b>Net Assets - Without Donor Restrictions - Beginning of Year</b>	<b>185,565</b>	<b>165,676</b>
<b>Net Assets - Without Donor Restrictions - End of Year</b>	<b>\$ 220,773</b>	<b>\$185,565</b>



# Statements of Functional Expenses

for the Year Ended June 30, 2020

	Program Services	Supporting Services	
	Client Services	General and Administrative	Total Expenses
<b>SALARIES AND RELATED EXPENSES</b>			
Salaries	\$18,382,373	\$1,398,259	\$19,780,632
Employee health and retirement benefits	4,890,954	372,031	5,262,985
Payroll taxes	225,971	17,189	243,160
<b>Total Salaries and Related Expenses</b>	<b>23,499,298</b>	<b>1,787,479</b>	<b>25,286,777</b>
Purchase of services:			
Residential care facilities	92,768,230	–	92,768,230
Day program	68,947,290	–	68,947,290
Other purchased services	63,891,568	–	63,891,568
Facility rent	4,118,579	670,542	4,789,121
Equipment and facility maintenance	1,802,750	137,127	1,939,877
Equipment purchases	166,075	12,633	178,708
General expenses	701,816	53,384	755,200
Communication	406,466	30,918	437,384
Contract/consulting services	346,634	26,367	373,001
Office expenses	221,536	16,851	238,387
Travel	96,054	7,306	103,360
Printing	109,436	8,324	117,760
Insurance	107,083	62,062	169,145
Legal fees	–	58,212	58,212
Accounting fees	–	54,600	54,600
Board expenses	–	6,222	6,222
<b>TOTAL</b>	<b><u>\$257,182,815</u></b>	<b><u>\$2,932,027</u></b>	<b><u>\$260,114,842</u></b>



# Statements of Functional Expenses

for the Year Ended June 30, 2019

	Program Services	Supporting Services	Total Expenses
	Client Services	General and Administrative	
<b>SALARIES AND RELATED EXPENSES</b>			
Salaries	\$17,463,048	\$1,269,280	\$18,732,328
Employee health and retirement benefits	4,664,345	339,022	5,003,367
Payroll taxes	249,966	18,169	268,135
<b>Total Salaries and Related Expenses</b>	<b>22,377,359</b>	<b>1,626,471</b>	<b>24,003,830</b>
Purchase of services:			
Residential care facilities	81,717,222	–	81,717,222
Day program	63,365,760	–	63,365,760
Other purchased services	62,404,403	–	62,404,403
Facility rent	3,997,245	594,272	4,591,517
Equipment and facility maintenance	1,352,595	98,312	1,450,907
Equipment purchases	669,953	48,695	718,648
General expenses	508,965	36,994	545,959
Communication	393,531	28,603	422,134
Contract/consulting services	384,608	27,955	412,563
Office expenses	231,448	16,823	248,271
Travel	122,855	8,930	131,785
Printing	103,663	7,535	111,198
Insurance	78,240	25,145	103,385
Legal fees	–	114,823	114,823
Accounting fees	–	56,000	56,000
Board expenses	–	14,887	14,887
<b>TOTAL</b>	<b>\$237,707,847</b>	<b>\$2,705,445</b>	<b>\$240,413,292</b>

# Statements of Cash Flows

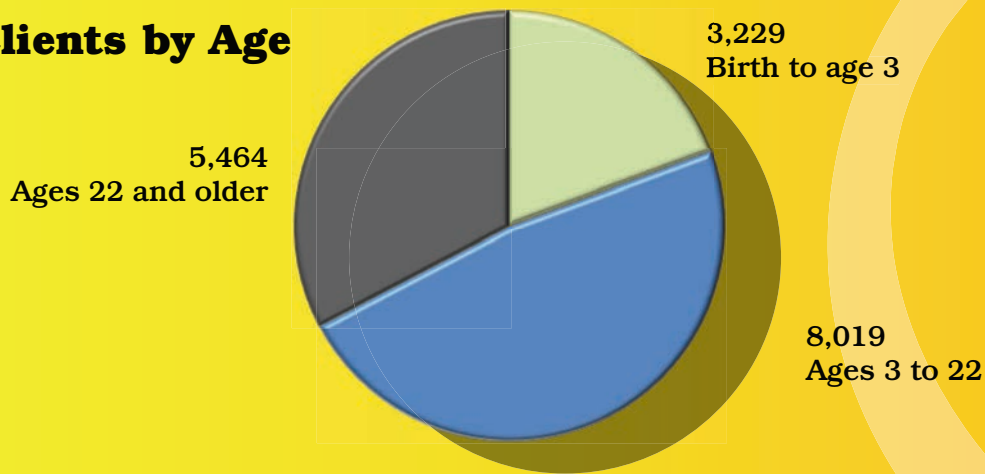
For the Year Ended June 30th

	2020	2019
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Change in net assets	\$35,208	\$19,889
Adjustments to reconcile change in net assets to net cash from operating activities:		
(Increase) decrease in:		
Net receivable – State Regional Center contracts	2,450,909	(3,455,602)
Receivable – Intermediate Care Facility providers	(327,111)	(48,582)
Prepaid expenses	72,739	(74,083)
Other assets	(38,770)	(19,232)
Increase (decrease) in:		
Accounts payable	5,948,030	1,445,411
Accrued and other liabilities	308,370	72,312
Unexpended client trust funds	(256,272)	(59,088)
<b>Net Cash Provided (Used) By Operating Activities</b>	<b>8,193,103</b>	<b>(2,118,975)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of investments	24,061	–
<b>Net Cash Provided (Used) By Investing Activities</b>	<b>24,061</b>	<b>–</b>
<b>Net Increase (Decrease) in Cash and Cash Equivalents</b>	<b>8,217,164</b>	<b>(2,118,975)</b>
<b>Cash and Cash Equivalents – Beginning of Year</b>	<b>10,218,553</b>	<b>12,337,528</b>
<b>Cash and Cash Equivalents – End of Year</b>	<b>18,435,717</b>	<b>10,218,553</b>
<b>COMPONENTS OF CASH AND CASH EQUIVALENTS</b>		
Cash and Cash Equivalents	\$17,917,077	\$9,443,641
Cash client trust funds	518,640	774,912
<b>Total Cash and Cash Equivalents</b>	<b>\$18,435,717</b>	<b>\$10,218,553</b>
<b>SCHEDULE OF NON CASH</b>		
Increase in due from state – accrued vacation leave	\$(97,015)	(61,483)
Increase in due from state – deferred rent benefits	(195,040)	(1,013,567)
Increase in accrued vacation leave benefits	97,015	61,483
Increase in deferred rent	195,040	1,013,567
<b>Total</b>	<b>–</b>	<b>–</b>

# Harbor Regional Center Demographics

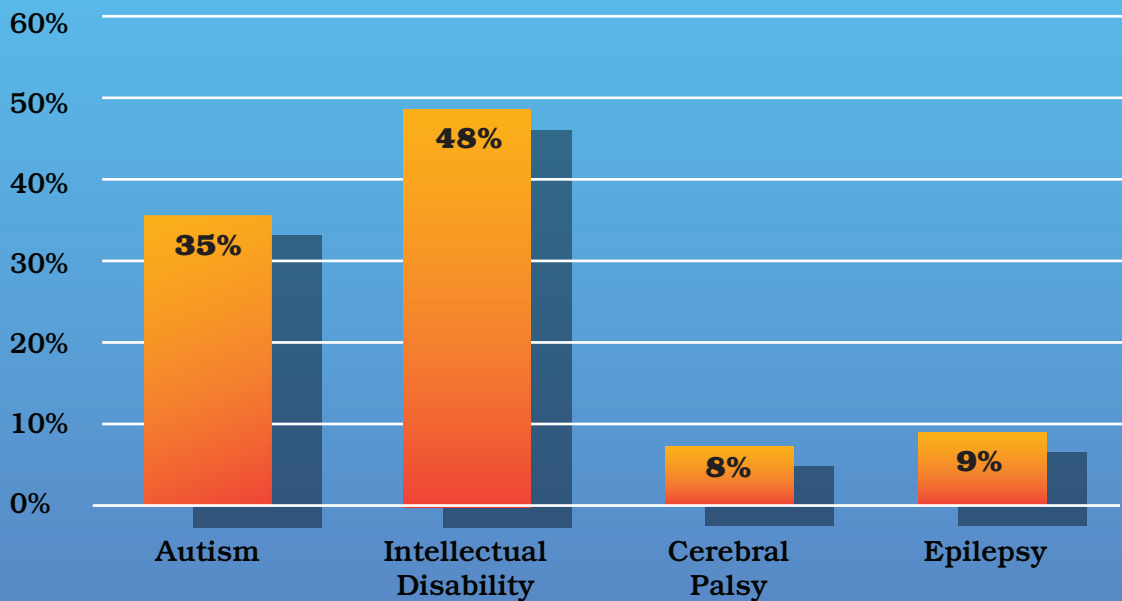
<b>Total Clients</b>	<b>15,148</b>
Diagnosis and Assessment	416
Early Start (birth to three years of age)	1804
Clients with developmental disability in the community	12,922
Clients in State developmental Centers	6

## Clients by Age



## Clients by Diagnosis

Individuals may have more than one diagnosis

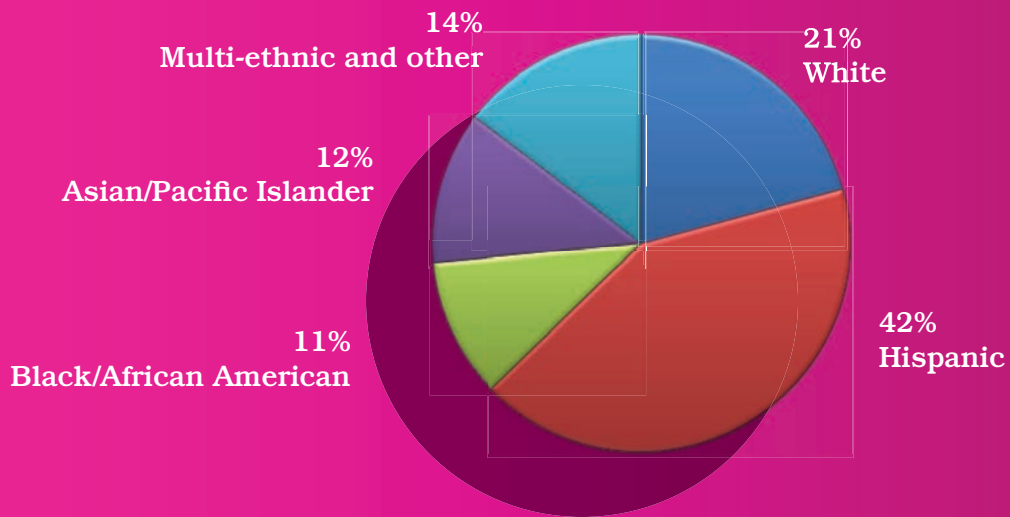


## Clients by Diagnosis

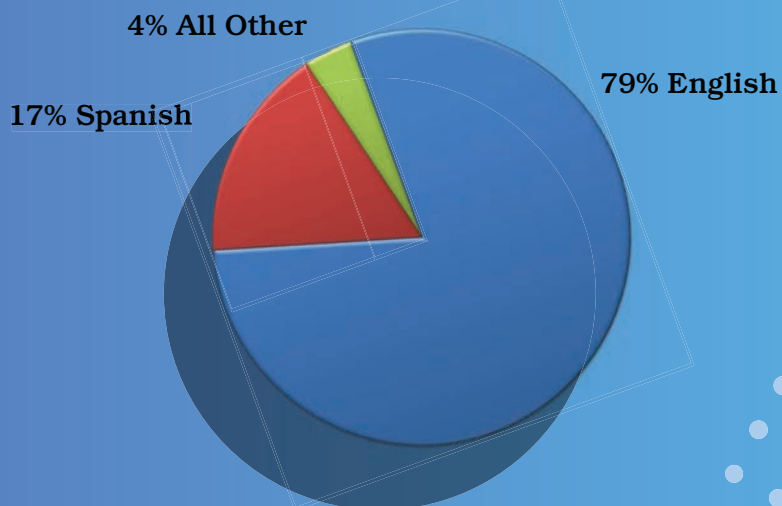
Individuals may have more than one diagnosis

Intellectual Disability	6,527
Autism	4,867
Epilepsy	1,318
Cerebral Palsy	1,076

## Clients by Ethnicity

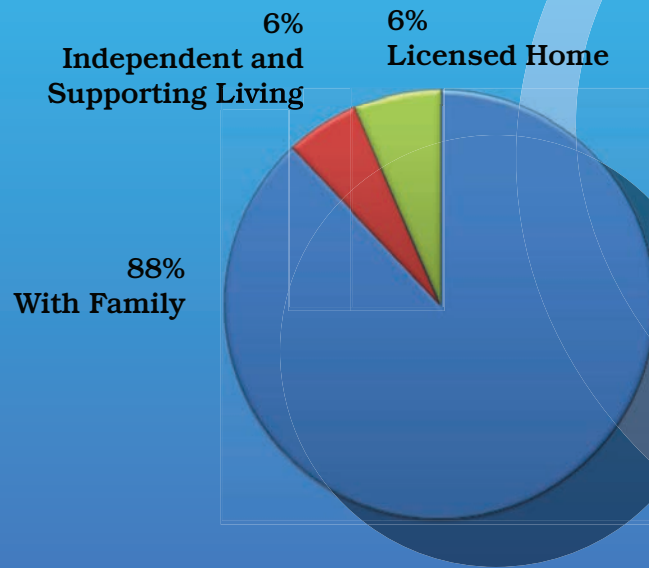


## HRC Clients: Primary Languages

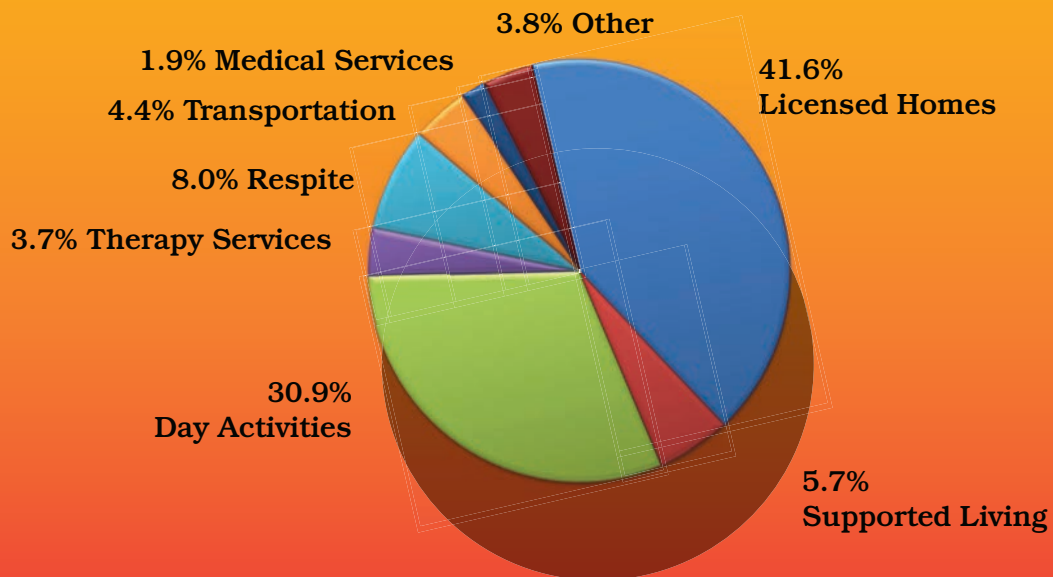




## Our HRC Clients: Living Arrangement



## Purchase of Services



## **Board of Directors**

Mr. Joseph Czarske, *President*

Mr. Christopher Patay, *Vice President*

Mr. Ron Bergmann, *Treasurer*

Mr. Fu-Tien Chiou, *Secretary*

Dr. James Flores

Mr. LaVelle Gates

Mr. David Gauthier

Mr. Jeffrey Herrera

Ms. Ann Lee, Ph. D.

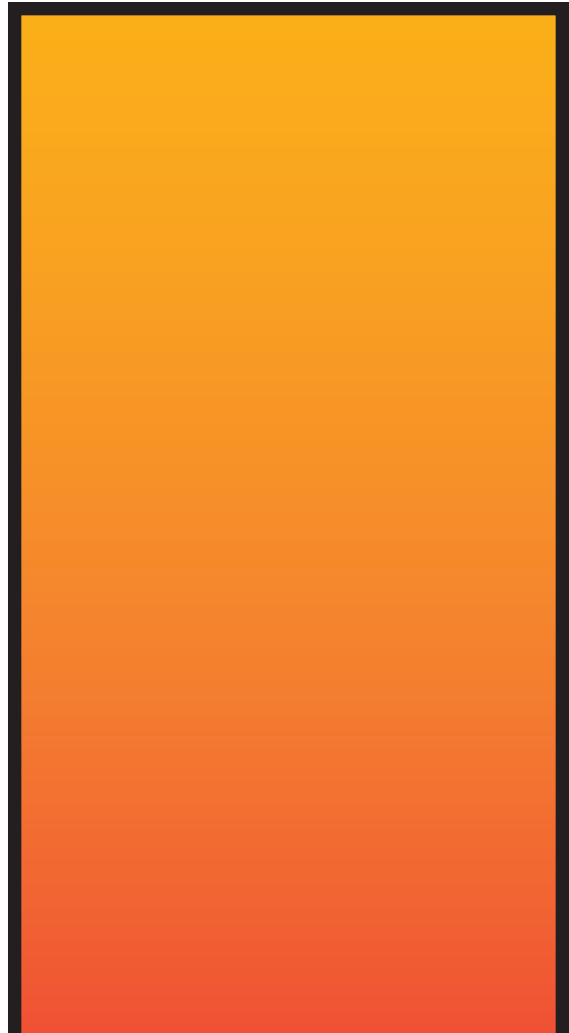
Mr. Paul Quiroz, *Service Provider Representative*

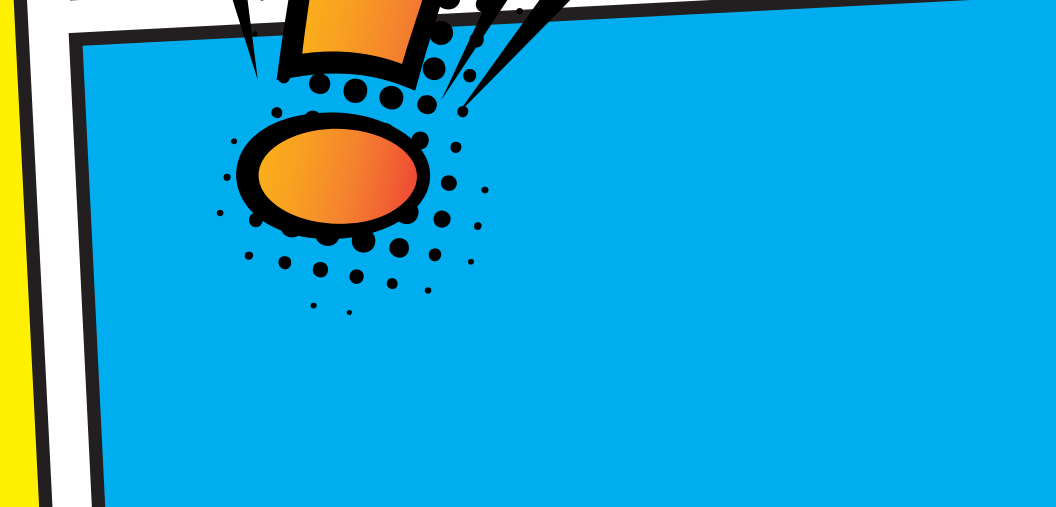
Dr. Bobbie Rendon-Christensen

Dr. Monica Sifuentes

Ms. Latisha Renee Taylor

Ms. Kim Vuong







HARBOR  
REGIONAL  
CENTER

Harbor Developmental Disabilities Foundation, Inc.

21231 Hawthorne Blvd., Torrance, CA 90503

(310) 540-1711 • [www.harborrc.org](http://www.harborrc.org)

August 2021