



"Promotes full participation of people with disabilities."

Access to Independence Established 1976

JANUARY 2017 NEWSLETTER



Welcome to 2017! As we kick off the New Year, we reflect back on the good work we have done for consumers in our Escondido, Hawaii, Imperial Valley and San Diego locations. Our consumers provide us feedback in the form of consumer satisfaction surveys, success stories and in the achievement of independent living goals and we hope you will read a recent consumer success story included with this newsletter. While we continue to look for ways to improve the amount of feedback we get from our consumers, overall the feedback that we do receive is very positive related to the achievement of goals, sensitivity and professionalism of staff and the achievement of outcomes that improve access to transportation, healthcare and assistive technology. For the

grant year ending, September 30, 2016, we served a total of 878 consumers which was a 22% increase over last year and provided 4127 services, 2623 of which were information and referral services to consumers or the community at large. Our staff assisted 24 consumers with job placement and, during the 10.1.15-9.30.16 grant period, our organization spent \$215,082 on client expenses which includes assistive technology devices, home modifications, one time housing assistance and other basic needs to attain and/or maintain independence.

Please also take a look at the graphics we included within which reflects the use of grant funding and other contributions as of our fiscal year ending June 30, 2016. Donors and contributors often use this information as a determining factor when making their decisions about annual giving and, in particular, give consideration to the amount of money a non-profit spends on G&A or operations. We are grateful to our administrative staff who multi-task on many levels to keep our overhead rates low and allow more to go in support of our programs. Having said that, we very much appreciate the article by Curtis Klotz of Non-Profit Quarterly and the discussion he started related to the total cost of programs, which includes administrative/G&A costs, rather than the cost of infrastructure taking away from programs. Please check out his article at

<https://nonprofitquarterly.org/2016/08/16/graphic-re-visioning-nonprofit-overhead/>

We continue to be grateful to our support system because individual and corporate contributions provide us with the ability to assist consumers with much needed housing assistance, assistive technology and other basic needs. Thank you to the following donors:

- San Diego Gas & Electric Company
- Wells Fargo
- Nordson Corporation Foundation
- Community Service Association, San Diego Unified School District
- Shore Solutions Inc.
- Mr. Michael T. Matsushige (Hawaii)

The staff at Access to Independence wishes you health and prosperity throughout 2017!



Louis Frick, Executive Director



Thank You



Michael Matsushige is a well-respected business leader in Hawaii. Although now retired, he remains committed to actively advocating for persons with disabilities to achieve fulfilling independent lives in the community. In May of 2016, Mike generously donated a check to Access to Independence for the purpose of assisting consumers in Hawaii to obtain assistive technology devices or other needs.



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**As far as we're
concerned,
disability means
possibility**

Kate Jackson, *Vice Chair*

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CONSUMER SUCCESS STORY



Carrie was in a skilled nursing facility on more than one occasion with different issues having to do with spinal stenosis before meeting with our IL Skills Coordinator, Monica Barraza. Carrie told Monica that she was in constant pain due to sleeping on the wrong mattress which adds pressure on her back. Using program funding, Monica was able to upgrade Carrie from her small studio to a one bedroom apartment and purchased a bed with the right kind of mattress, along with a kitchen table, some household items and assistive devices for her bathroom. Carrie was a little overwhelmed when she returned to her new home but with the help of a caregiver, she got everything organized and rearranged to fit perfectly.

Carrie said "It is so nice to get help! People don't do nice things for me. I've never had brand new furniture before and now I do. I've been able to have friends come over for dinner and it's a really good feeling. The bed has been a God send to me; I sleep better and feel better. I want to thank you from the bottom of my heart for all you have done for me."

Consumer Holiday Party Photos

Second Annual Holiday Party for Consumers held at our offices and where a meal is served



San Diego Office



Escondido Office



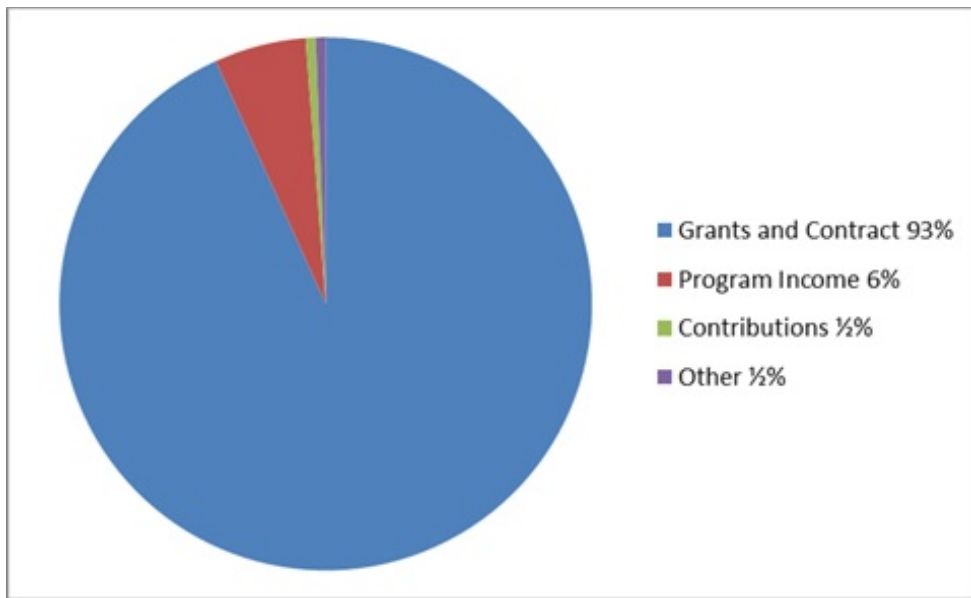
Calexico Office

Staff Recognition - Alfonis Sound

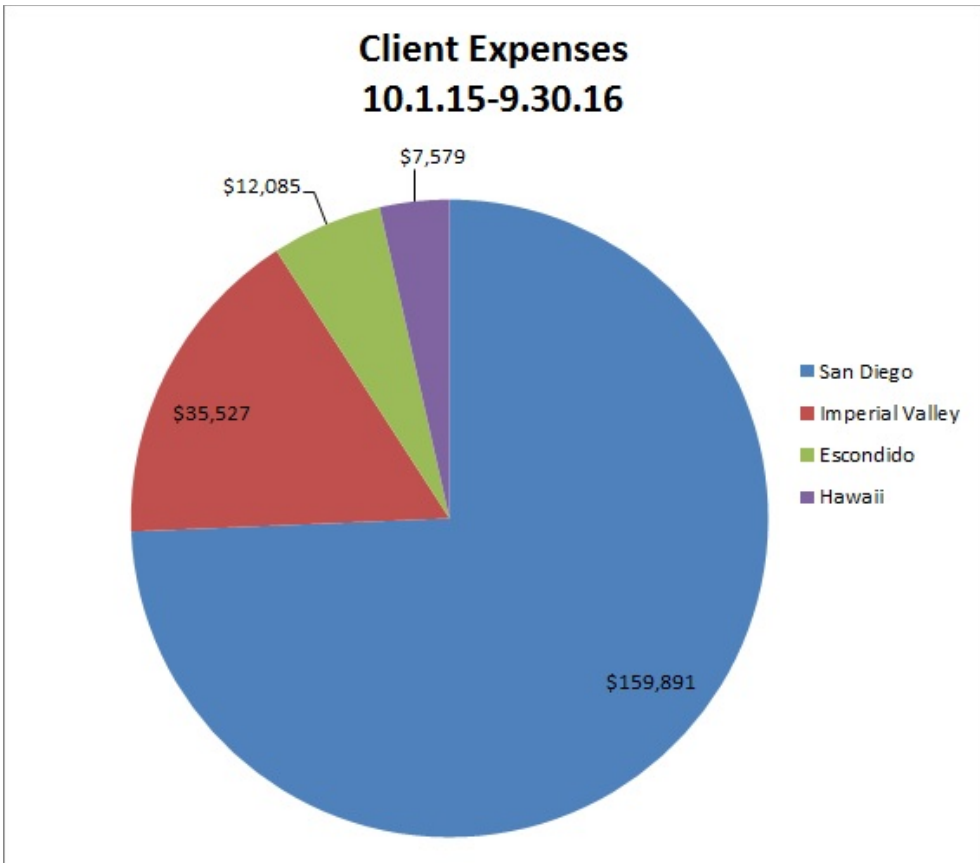
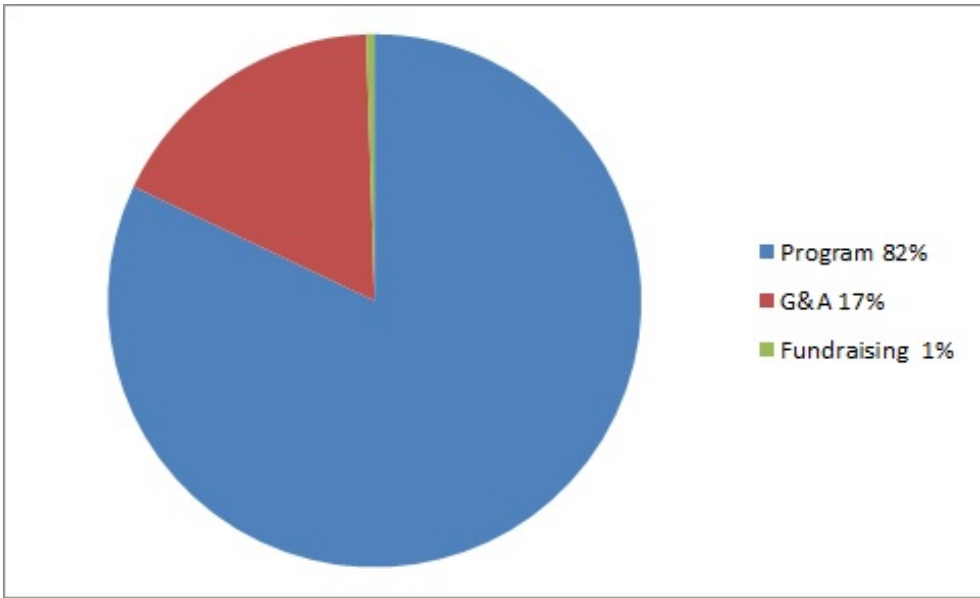
Al's administrative and customer service skills, attention to detail and balanced approach have added value to our Hawaii office for well over a year now. He is the first point of contact for consumers and those in the community seeking information and referral services and has created a comprehensive housing resource list which he uses to assist consumers as they search for accessible, affordable and/or subsidized housing. Al is also instrumental in obtaining transportation vouchers, bus passes, and other related information regarding transportation for consumers and he puts his computer skills to good use when helping consumers achieve their goals related to employment, assistive technology, resume writing, basic use of personal computer or accessing information via their smartphone. Al's ability to communicate with patience is one of his strengths as is his ability to converse with the growing Micronesia population. We are fortunate to have Al on our Hawaii team and look forward to him helping us expand our efforts to serve those with disabilities living on Oahu!



FISCAL YEAR ENDING JUNE 30, 2016 REVENUE & OTHER SUPPORT



FISCAL YEAR ENDING JUNE 30, 2016 EXPENSES



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