

2011 & 2012

DEAF-BLIND SERVICE CENTER



The Deaf-Blind Service Center is committed to assisting deaf-blind people in reaching and maintaining their highest possible quality of life and degree of personal autonomy.



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CURRENT STAFF

Angela Theriault, Executive Director

Elizabeth Bass, Administrative Assistant

Allie Joiner, Senior Citizen's Advocate

Jenny Lynn Dietrich, Case Manager

Jackie Engler-Morris, Program Coordinator

Cathy Hoog, SSP Coordinator

Hannah Thomson, Bookkeeper

CURRENT BOARD MEMBERS

Michelle Miles, President

Merrilee Avila, Vice-President

Pat Cave, Treasurer

John Romish

Jorgé Aristizabal

LETTER FROM DBSC BOARD PRESIDENT



The Deaf-Blind Service Center is committed to assisting deaf-blind people in reaching and maintaining their highest possible quality of life and degree of personal autonomy and the DBSC Board of Directors is fully committed to assuring that DBSC continues to follow through with our mission statement in supporting the DB community.

This past year DBSC has gone through some changes with staffing and Board members. These changes have created positive results at DBSC. We look forward to the next year to see how DBSC will grow and change.

The Board is currently focused on fundraising efforts, since it is key to the continued success of DBSC's programs. We will continue to focus on fundraising with some exciting new community events going into the next year.

Thank you for all the support we receive, and continue to receive, from the generous community that agrees with our goals here at DBSC!

Sincerely,
Michelle Miles



LETTER FROM EXECUTIVE DIRECTOR



Dear Friends of DBSC,

I want to say thank you to our valuable partners, generous donors, and dedicated volunteers who continue to believe in and support DBSC's mission of providing quality services and programs for Deaf-Blind people.

SSP services are in high demand and the number of Deaf-Blind people requesting this service continues to grow. Your dedication to helping our Deaf-Blind live full and independent lives is deeply appreciated. DBSC's accomplishments would not have been possible without our community's support.

Warmly,
Angela Theriault, MA



HIGHLIGHTS OF 2011 & 2012

- In the past, funding for DBSC's program were provided by the Department of Services for the Blind (DSB), which received its funding from Washington State. Due to state budget cuts, DSB decided to eliminate DBSC funding from their budget. DSB faced the difficult choice of identifying services not required by federal or state law and did not receive federal funds. DSB discontinued funding for DBSC effective July 1, 2011. Under the leadership of Eric Raff, the Office of the Deaf and Hard of Hearing (ODHH) stepped in to provide funding so DBSC could continue its mission. The staff at ODHH is aware of how important, even essential, SSP services are to the safety, security, and independence of the Deaf-Blind community. ODHH does not receive general funds from the state; instead, its funding is generated from a monthly excise tax on telephone subscribers.
- In 2011, DBSC expanded its CF program to include Mobile CF Services. Previously, DB CF Users had to travel to DBSC or the Lighthouse for the Blind (LH) to utilize CF services and make VRS calls. CF services are now available in the comfort of the DB CF User's own home or a preferred public venue, such as the local library or Starbucks.
- The NSSPPP team, which includes Jelica Nuccio, Theresa Smith, and Rob Roth, worked very hard to complete Phase II of the SSP/DB Curriculum project.
- For 2011 Jail-N-Bail Event, prisoners raised over \$14,700. The success of this event could not have been accomplished without all the hard work of our prisoners and volunteers.
- DBSC, itself, has experienced some transformations having hired four new staff members (Angela Theriault, Director; Jenny Lynn Dietrich, Case Manager; Elizabeth Bass, Admin Assistant; and Hannah Thomson, Bookkeeper) and improving its services and operating procedures.

DBSC PROGRAMS

The Deaf-Blind Service Center (DBSC) has three core programs: Support Service Provider, Communication Facilitator, and Advocacy. DBSC offers services to residents of Washington State who are deaf-blind or have a condition that will result in deaf-blindness. There is no charge to the deaf-blind person for these services.

SUPPORT SERVICE PROVIDER (SSP)

SSPs are sighted guides and providers of visual and environmental information. Their services allow deaf-blind people to participate more fully in society. The program began in 1986. Through the years it has become our signature service because it provides access to many inaccessible resources in the community, as well as practical support for deaf-blind people. SSPs are contracted to provide visual and environmental information on a regular basis so that deaf-blind people can retain their independence.

Support Service Providers, or SSPs, are trained, sighted guides, and providers of visual and environmental information. This information enables deaf-blind people make informed decisions and allows them to participate in the wider (mainstream) community. Typical activities include: grocery shopping, reading mail, simple banking, running errands, and maintaining a healthy lifestyle through activities such as exercising, going for walks, etc.

SSPs may be hearing, deaf, or hard-of hearing. They must be familiar with a wide range of communication modes and techniques used by deaf-blind people, including American Sign Language.

SSPs are not interpreters. Communication assistance often occurs for short exchanges, but this assistance is limited. SSPs do not facilitate communication for important transactions such as the translation of a lease, a medical appointment, or the discussion prior to making a large-purchase; this would require a professional interpreter. The emphasis of SSP work is on visual and environmental (not verbal) information. DBSC recruits SSP's for both paid and volunteer activities.

COMMUNICATION FACILITATOR (CF)

A communication facilitator, or CF, is a skilled signer who copies sign language from the screen of a videophone, enabling deaf-blind individuals to access videophones (VP) and video relay services (VRS). CF service allows deaf-blind individuals to freely express themselves in their own language and to communicate directly without worrying about English being their second language.



DBSC is contracted with the State of Washington's Office of Deaf and Hard-of-Hearing to provide CF services and video communication awareness for deaf-blind community members. DBSC is the first and only agency in the US to provide a CF program.

DBSC trains both CFs and CF users, as well as, coordinates services. CF service can be provided upon request at the deaf-blind person's home, in public places such as Starbucks or the library, at DBSC, the Seattle Lighthouse for the Blind, or the Hearing Loss Center in Yakima.

ADVOCACY

DBSC assists deaf-blind people in a variety of problem solving situations such as housing, transportation, system change, interpreter rights, and employment issues. This program at DBSC is staffed by two case managers and a part-time senior citizens' advocate.

Advocacy Services: Deaf-Blind consumers' have limited to virtually nonexistent access to public communications and information on laws and public policy initiatives passed by local and federal legislative bodies. This lack of information directly affects their rights as individuals and their ability to influence change on their own behalf.

The staff at DBSC believe that every deaf-blind person has the right to be aware of and understand city, state, and federal governmental information. For a deaf-blind person, being unable to read and comprehend an application for services because it is not in an accessible format is a formidable obstacle. With technology and our assistance these obstacles are reduced or even eliminated.

TYPES OF ADVOCACY:

- **Self-Advocacy:** Expressing their needs for themselves and for their support team. For example: confronting a landlord regarding a safety issue in their residence or being involved in their child's educational plan by meeting directly with those in the school system.
- **Case Advocacy:** Receiving guidance working through documents, such as, applications to receive public assistance.
- **Public Education Advocacy:** Promoting public awareness of deaf-blind customs and culture.
- **Public Policy Advocacy:** Being active in public policy by influencing political leaders' votes or opinions with letters, petitions, or research.

- **Private Policy Advocacy:** Influencing change in corporate and private institution policies to improve accessibility. Our advocacy specialists are actively involved in empowering deaf-blind individuals through information and referrals, keeping them informed of public resources and policy issues, and providing opportunities for them to make a difference.
- **Case Management:** Working with communities and people, helping them find options and services to improve their lives through situation assessment, service-plan development and implementation, and coordinating the appropriate services.

OUTREACH THROUGH:

- **Education:** Enhancing awareness of deaf-blindness to other agencies and the community-at-large.
- **Research:** Gathering information for individuals seeking additional data related to their situation.
- **Support:** Serving as an empathetic support counselor.
- **Referral:** Assessing a situation and providing referrals to agencies or services best suited toward a resolution.
- **Mediation:** Coordinating and facilitating meetings towards achieving one's goals.

EDUCATIONAL OPPORTUNITIES FOR DEAF-BLIND PEOPLE

DBSC provides classes to learn Braille and other useful skills. These classes are tailored to the deaf-blind person's needs. DBSC encourages leadership among deaf-blind people.

OUTREACH AND PUBLIC SERVICES

DBSC provides Braille services, offers workshops to educate landlords, employers, healthcare providers, schools, and others about technologies used for accommodating deaf-blind people, resources for learning sign language, and resources for learning about Deaf-Blind culture and communication norms.

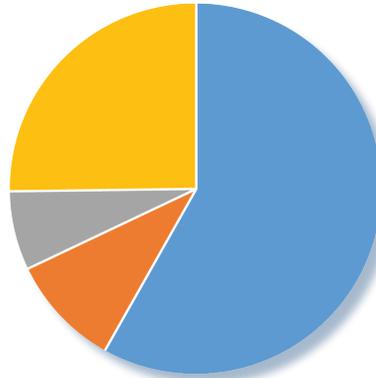
INFORMATION & REFERRAL SERVICES

DBSC's Information and Referral Service is for deaf-blind clients, as well as, the general public. Assistance requirements that cannot be met in-house are referred out to other agencies which are set-up to meet the inquirer's specific need.

FINANCIALS

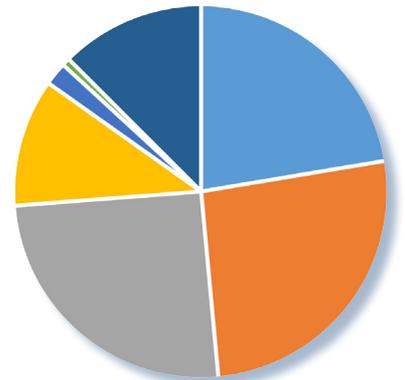
DBSC INCOME 2011-2012

◆ State	\$272,672.00
◆ City	\$45,793.00
◆ Donations	\$32,121.00
◆ Service Fees & Others	\$118,166.00



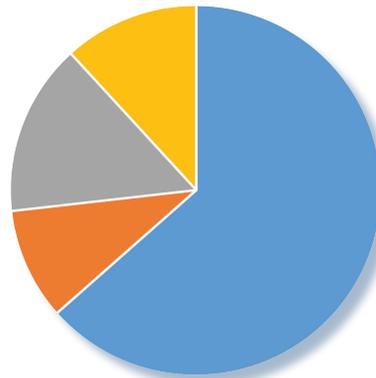
DBSC EXPENSES 2011-2012

◆ Administration	\$108,992.09
◆ Support Service Provider	\$127,517.51
◆ Advocacy	\$123,112.80
◆ Communication Facilitator	\$53,861.85
◆ Education/Training	\$9,725.91
◆ Information & Referral	\$3,289.84
◆ Fundraising	\$60,897.00



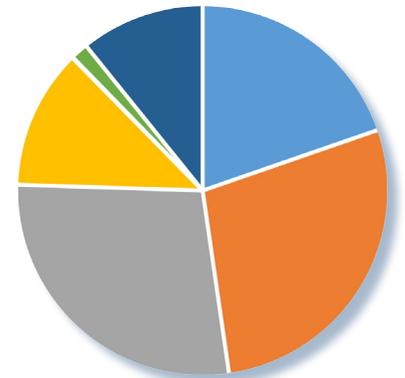
DBSC INCOME 2012-2013

◆ State	\$247,191.00
◆ City	\$37,910.00
◆ Donations	\$58,426.00
◆ Service Fees & Others	\$45,971.00



DBSC EXPENSES 2012-2013

◆ Administration	\$73,532.52
◆ Support Service Provider	\$104,654.41
◆ Advocacy	\$103,746.80
◆ Communication Facilitator	\$45,389.23
◆ Education/Training	\$248.48
◆ Information & Referral	\$5,576.57
◆ Fundraising	\$40,257.00



DONORS IN 2011

\$1000 & ABOVE

Foster Family Private Foundation, Inc.—Local Independent Charities—KeyBank Foundation—Microsoft Matching Gifts Program

\$500 - \$999

Joseph & Maureen Ardizzone—Theresa Smith—Devereux/Schoenle Family Charity—Employee's Community Fund of Boeing—Seattle Police Employees Charity Fund—Microsoft Giving Campaign

\$100 - \$499

Nancy Baldwin—Lynn & GH Bennion—Robert Blumenau—Greta Boland—Karen Carlson & Michael Collins—Patricia Capizzi—Elizabeth Cunningham—Kathryn Cutler—Holly Delcambre—Lou Oma Durand—Dan & Judy Durfee—Jamie Eastham—Jeff Foster—Steven & Sherri Hawkes—Jon Henderson—Robert Horowitz—George Jacobson—Allie Joiner & Estie Provow—Jeff & Kim Knoch—Margaret Johnson—Richard Ladner & Ann Sauer—Mark Landreneau—Carol Landsberg—Suzette Ledet—Lynn Martinez—Marlyn Minkin—Thomas McCrary—Mark & Christine Neumeier—Laura Patton & James Ballard—John Peterson & John Chinworth—Yvonne Pfingston—William & Traci Pranzini—Clements Provatikas—Robert & Rose Richards—John A Romish—Diane Schachter—Robert & Harriet Schier—Maxine Schnebele—Rachel Simon & Morgan Scherer—Elizabeth Soll—Debbie Sommer—Bernadette Taylor—Jean Walker—Patricia A Wheeler—Charlotte Whitacre—ASLIN—Heroics Training Systems LLC—Wickward Living Trust—WA Assistive Technology Foundation

\$99 & UNDER

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DONORS IN 2012

\$1000 & ABOVE

Employee's Community Fund of Boeing—Foster Family Private Foundation, Inc.—Local Independent Charities—Microsoft Matching Gifts Program—Seattle Foundation—Seattle Police Employees Charity Fund

\$500 - \$999

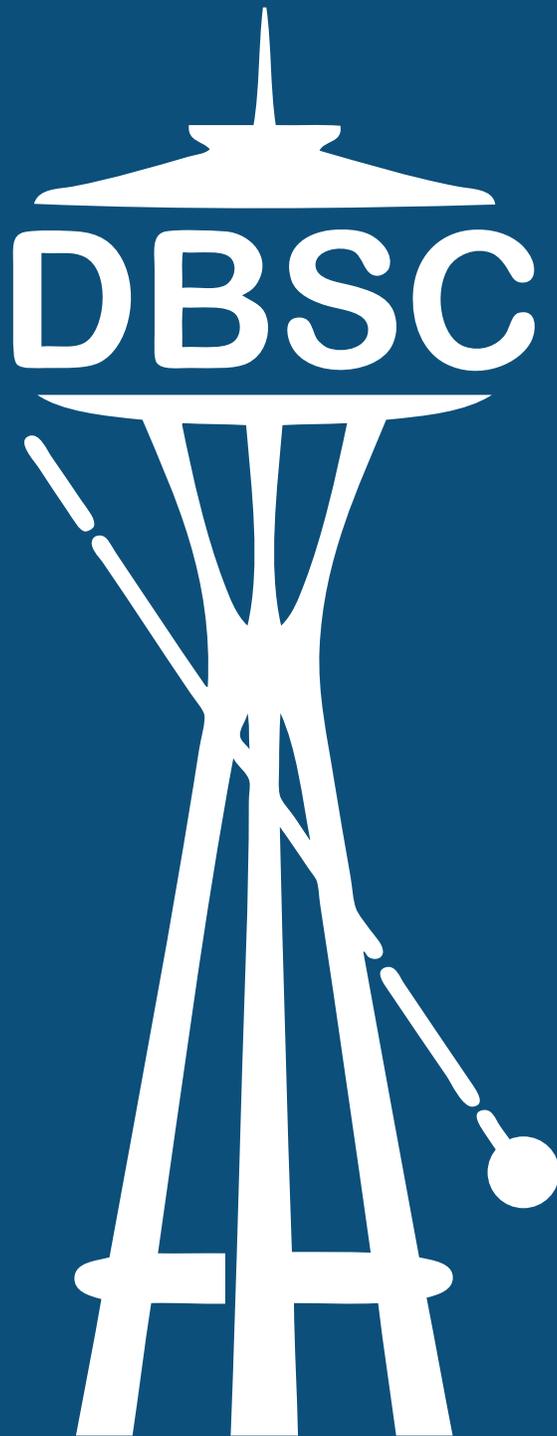
Karen Carlson—Myrlene Wilkins—Richard Ladner & Ann Sauer—Gabriel Cosmetics, Inc—Key Bank National Assoc.

\$100 - \$499

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