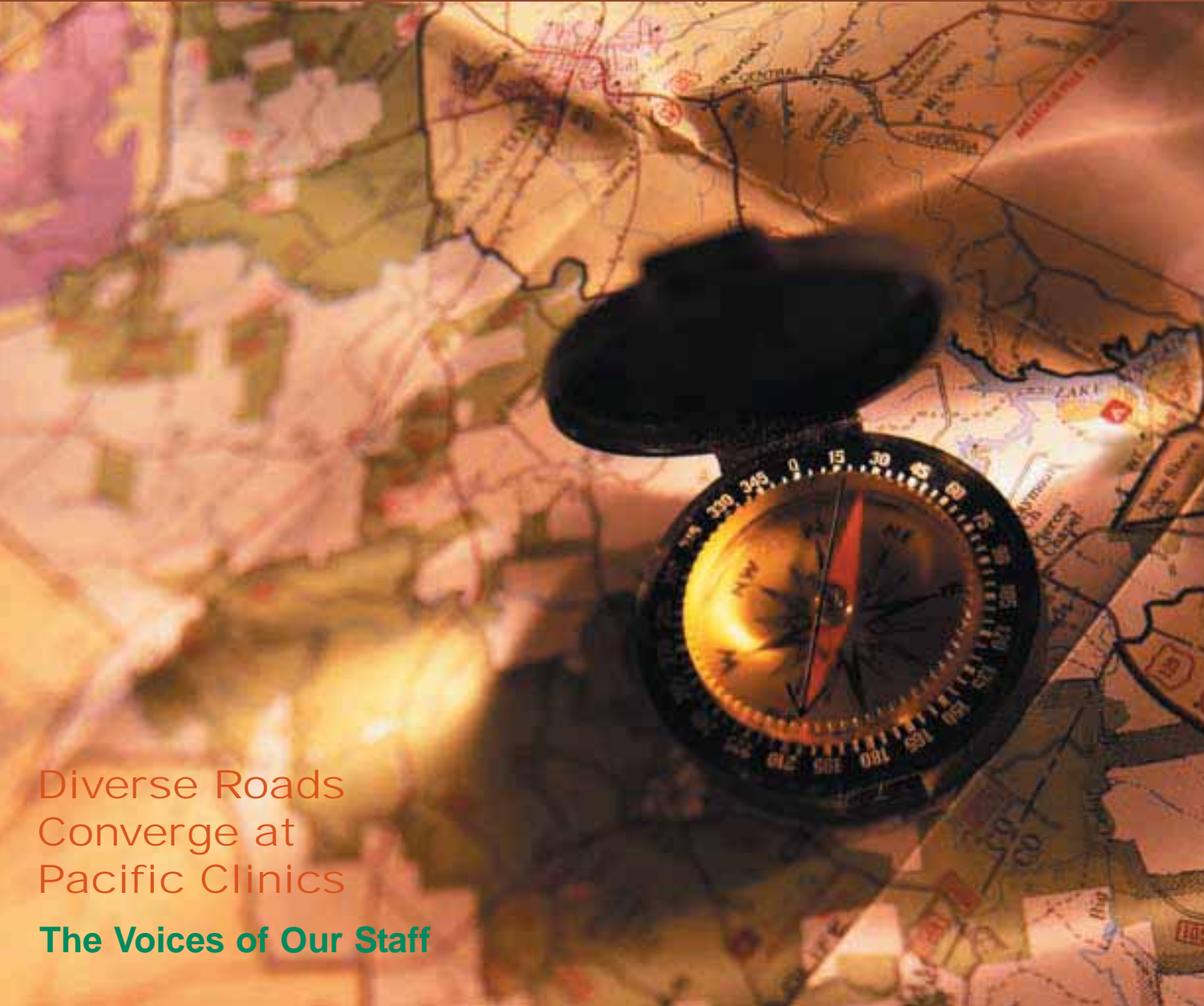


Pacific Clinics

# *Advances*

*Advancing Behavioral Healthcare*



Diverse Roads  
Converge at  
Pacific Clinics

**The Voices of Our Staff**

Autumn 2006

[www.pacificclinics.org](http://www.pacificclinics.org)

# Advancing Behavioral Healthcare

It is a great pleasure to write an introduction and welcome to our fall edition of *Advances*. The stories will reflect the values of our organization. As we highlight our internship and training programs, it is so heartwarming to remember that Joseph Ho, Ph.D., MBA, Division Director of Specialty Services for Children, was an intern at Pacific Clinics. Through our programs, we have nurtured some of the finest talent that exists in community mental health today, particularly in the Southern California area. Pacific Clinics has always regarded its internship and training programs in all disciplines as valuable recruitment tools. We believe that once people get to know us and take part in the work we are doing in our communities, they will be become committed to working within our agency.

One of the other important messages in this issue is the commitment we have made as an organization to develop and sponsor programs even if we have no money to do it. Under the leadership of Vice President Gladys Lee, LCSW, and in partnership with Pasadena City College, we initiated a course to train consumers, family members, and others in a certificated program addressing case management in mental health. This program has graduated more than 195 people, many now working in our organization and other agencies in the community. The recent Mental Health Services Act has specified the importance of peer support, self help, and family involvement, as well as inclusion of clients as partners in the recovery process and as employees. Pacific Clinics recognized these concepts well before the Act, as evidenced by the creation of the PCC program.

One of the keys to our success has been our ability to foresee changes so that our programs may adapt and respond.

We are proud to be able to train successful professionals and paraprofessionals, and are pleased that consumers and family members are our partners in moving forward to the future. Our staff, representing a variety of ethnic, cultural, and religious backgrounds from all over the world, clearly reflects a commitment to providing the best possible services with the resources available. It is true that people come from different directions and paths cross, but in many cases their life skills, interests and abilities have drawn them to Pacific Clinics because it is a place that encourages innovation and creativity. It has a spirit of hope that springs eternal in all of us.

We hope you enjoy this issue.



Susan Mandel, Ph.D.  
President/CEO



William E. Vollero, M.D.  
Chairman of the Board

# Widely Acclaimed Internship Programs Train Tomorrow's Leaders to Shape the Future of Quality Community Mental Health Services



*Beth Jenks, Ph.D., directs and places psychology interns at Pacific Clinics, creating a vital human resource base in the community.*

*As a closely held principle that quality training is a major contributor to quality community mental health services, Pacific Clinics Training Institute's three internship programs emphasize diversity of experiences, intensive education, clinical preparation, in-depth supervision, and lively exchanges of ideas and practices. The Psychology, Social Work, and Marriage and Family Therapist (MFT) internships and "traineeships" draw individuals from a cross section of emerging talents and potential, initiating careers in care that evolve within Pacific Clinics and throughout the field on behalf of the consumers they serve.*

## **Pre-doctoral Psychology Candidates Complete Clinical Field Requirement in Intensive, Diverse Training Experiences**

"The features that attract quality pre-doctoral psychology candidates from across the country to Pacific Clinics' internship program are as unique as each of our interns," observes Beth Jenks, Ph.D., Director of Pacific Clinics' Pre-Doctoral Clinical Psychology Internship Program. "The training program here is widely recognized for its long history of accreditation, excellent reputation for supervision, and the depth and breadth of clinical training experiences."

"With Pacific Clinics participation in the field's national ranking system that matches potential interns with agencies, there is significant awareness of our program at a national level. There is also a high level of pref-

erence for this program because of the diversity of Pacific Clinics' consumer populations and the program's reputation for solid, intensive training. Each applicant to our program chooses Pacific Clinics for very personal reasons." Dr. Jenks is referring to the specific opportunities the Psychology Interns have for training exposure to diverse ages, cultures, treatment modalities, evidence-based practices, and mental health diagnoses. Placements at Pacific Clinics programs are tailored to each intern's interests, with additional exposure to a wide range of experiences unique to community mental health services.

The Psychology Internship Program attracts about 130 applications yearly for ten available slots. This year's class comes from as far east as Florida and as far west as Hawaii, with ethnic backgrounds ranging from Latino to Chinese, from Korean and other Asian nationalities to Caucasian. "In evaluating applications, we look for hardworking team players with experience in community mental health work that are a good fit with our consumer populations and have an openness to learning. They have already had multiple training experiences in other agencies and many have been practicing in the field for some time," says Dr. Jenks. "It is a place to learn new skills and grow to meet new challenges."

The psychology internship is rigorous and demanding. Although the pre-doctoral candidates have essentially finished four to five years of course work and must

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Beth Jenks and Dianne Golden (far left) orient the agency's interns to assist consumers.

...Jenks, continued from page 3

complete 1500 to 2000 hours of field work to fulfill their doctoral requirements, some are also working on their dissertations. "The intensity of our weekly program of seminars and workshops plus clinical experience is supported by an outstanding quality of in-depth supervision. Our interns find their Pacific Clinics' experience personally and professionally stimulating. It is never boring."

Indeed, so appealing are Pacific Clinics career opportunities, history tells us that of ten psychology interns completing the program, as many as six will elect to continue on staff.

**"Our interns find their Pacific Clinics' experience personally and professionally stimulating. It is never boring."**

Beth Jenks, Ph.D.

Dr. Jenks praises the interns accepted into the Pacific Clinics program for their perseverance, dedication to the field, and unique contributions. "The entire Pacific Clinics staff welcomes interns for their energy, new ideas and perspectives, fresh research contributions, and willingness to learn. We gain as much from the interns as they do from the program. In a sense, we invigorate each other in a dynamic, continuous learning environment."

As for Dr. Jenks, "It is personally gratifying to help influence tomorrow's leaders through Pacific Clinics' emphasis on self-directed consumer goal setting and empowerment. Our training strives to be as cutting edge as the entire agency in improving the current and future delivery of mental health services to consumers. Our applicants and interns recognize the importance an internship at Pacific Clinics can have to those they will touch in their careers."

# The Right Fit: A Pacific Clinics Internship...

the Perfect Choice for Marilyn Strada

“It all came together at Pacific Clinics,” comments Marilyn Strada, a member of the 2006-2007 Psychology Internship Program class, in describing why she chose this agency for her doctoral field requirement. With about 30% more candidates competing for APA-approved internship positions than are available nationally, top students are in heavy competition for any position, let alone one at their agency of preference. Identifying and being accepted at a program that matches a prospective intern’s interests becomes even more rigorous.



*Marilyn Strada, Pacific Clinics Psychology Intern*

Yet, as a Ph.D. candidate in the Clinical Psychology program at the University of Nevada, Las Vegas, Ms. Strada had very specific criteria in looking for an internship. With her dissertation focus on the interplay between culture and mental health treatment, “My keen interest is in culturally diverse populations, age, income and lifestyle as they relate to various mental health needs and types of disorders,” says Ms. Strada. “Those, coupled with Pacific Clinics’ research and work in addictive behaviors and substance abuse in conjunction with other mental health conditions, are rare to find in combination at one agency. This internship had the population and treatment approaches that I wanted to work with in preparing for my career.”

During her application interview at Pacific Clinics, Ms. Strada was also impressed with the staff’s diversity and collaborative approach with consumers in treatment. “It became readily apparent that Pacific Clinics’ core values, expressed through the diversity of the staff, were integrated into consumer treatment.

I also saw the agency’s emphasis — not just on job provision but on professional development — which is important to me.”

Her mentor, an alumna of UNLV and former Pacific Clinics intern, advocated her choice. “She was thrilled at the high quality of her Pacific Clinics training and, had it not been precluded by family obligations, would have dearly loved to accept a full-time position here.”

Now, just at the beginning of her internship, Ms. Strada’s expectations are high. “It will be a very tough, challenging year. It will be a year that moves me from a student to a high-level, competent professional with a solid grounding in community mental health work. With so many avenues of growth, I should be able to stretch out from where I am now. There are so many facets to Pacific Clinics, from treatment and assessment to program development and outreach. Given all that Pacific Clinics offers, I feel privileged to have been chosen for this opportunity.”



*Dianne Golden, LCSW, leads future social workers and MFTs to become quality mental healthcare professionals.*

## Social Work Internships, MFT “Traineeships” Gateway to Professional Growth and Opportunity

Like others on this agency’s professional and support staff, Director of Social Work and MFT Training Dianne Golden, LCSW, had learned of Pacific Clinics’ sterling reputation long before accepting a Clinics position. “I had worked at two other agencies for more than ten years prior to my employment with Pacific Clinics. After six years at Pacific Clinics, I can honestly say our agency offers excellent treatment, with its primary commitment to consumer care.” Ms. Golden was a director for Pacific Clinics’ children’s programs in Orange County initially and eventually became the director of the master’s level social work and marriage and family therapy training programs. “In my role now, certainly, I see a golden opportunity for young professionals to develop their personal and professional skills as a prelude to fast-tracking their careers.”

As head of these training programs, Ms. Golden coordinates two disciplines that have a common thread of training in community mental health services. She notes that, according to a recent National Association of Social Workers (NASW) study, one-third of active

social workers will be retiring over the next ten years. “This signals an enormous, growing need for trained professionals. Our master’s level training program is dedicated to preparing the next generation of leaders in both fields.”

Drawn from partnerships with a wide variety of area universities including USC, UCLA, CSULB, CSULA, Loyola Marymount and Pacific Oaks, both the Social Work Internship class members and the MFT trainees are working toward their master’s degrees. Each year, Ms. Golden fields about 150 calls and applications for the 25 social work internships and ten MFT trainee positions available. “We conduct an intense program of training and curriculum; it’s not easy but it’s certainly worthwhile. We look for hard workers with diverse perspectives and open minds, willing to take on the role of learners.” She says she often quotes Dr. Susan Mandel, President and CEO of Pacific Clinics, who says, “If you can survive an internship with Pacific Clinics, you’ll pretty much have the skills to work anywhere.”

### The Filters of Personal and Consumer Perspectives

Pacific Clinics offers exposure to many different client population groups and family situations, ranging from young children and teens to adults and seniors, coming from diverse ethnic, social, cultural, and religious backgrounds. Much of the teaching involves consideration and respect for cultural differences. "Interns and trainees are, for example, taught to pay attention to where our consumers are in the acculturation continuum, which potentially shapes their acceptance, response or even compliance with treatment. It can make a significant difference," says Ms. Golden. "For example, consumers vary widely in their origins -- whether native born or new to the U.S. as a child, a teen, or an adult -- and in their language skills and understanding of cultural norms."

Pacific Clinics' Training Institute programs challenge each intern and trainee's thinking. "We cannot assume a *prima-facie* diagnosis. We ask what other things may be at work with our consumer? How might the acculturation stage affect diagnosis and treatment? It opens up new pathways to navigating and engaging consumers. By the same token, the training asks interns and trainees to explore their own and their classmates' various backgrounds," explains Ms. Golden. "We ask each of our program participants to constantly monitor how they are affected

personally during the therapeutic process, e.g., 'What are your own issues and perspectives that may influence your approaches with consumers?'"

### Professional Growth, Career Path to Effecting Change

The Pacific Clinics program provides on-site supervision for students by experienced staff, as well as providing training and support for clinicians new to supervision. "Supervising an intern or trainee can be an important next step in personal and professional growth for a talented caregiver," Ms. Golden points out, "Acquiring those skills can mean greatly influencing and effecting change for others." Former interns and trainees, many now employed by our agency, have reported that the clinical and operational expertise imparted by their supervisors was extremely valuable. However, it might have been the mentors' unique level of care and commitment to their students' success that inspires many of these new professionals to investigate their own advancement into supervisory or management posts.

Dianne Golden reiterates, "Long after the internships and "traineeships" are completed, the opportunities to move up at Pacific Clinics, to learn and grow, are as open and varied as we are."

## Latino Family Specialist Finds Perfect Match in Traineeship Experience

"As a sixth-generation Latina born here, I have always been fascinated with learning about my roots and heritage," says Tina Marie Ortiz, a participant in the Pacific Clinics MFT training program. She is also continuing her Latino Family specialist courses at Pacific Oaks — all while working full time and managing her own family.

As a student at Pacific Oaks, Ms. Ortiz is part of a unique "cohort" program that teaches about specific cultures. Students move through classes as a group through graduation. "Specializing in the Latino Family program presents a variety of materials in a very supportive, self-paced learning environment," she reports. "The ready access to professors and supervisors builds close relationships."

On a broader scale, at Pacific Clinics, Ms. Ortiz is involved with how culture plays a role in mental health therapy and treatment, emphasizing her interest in



Tina Marie Ortiz, Marriage and Family Therapy trainee

working with people of all types and differing backgrounds. She welcomes the Clinics' scheduling flexibility in completing her training and its setting for another type of learning, especially interacting with colleagues and the quality of her supervisor's leadership. "I anticipate that one of the most beneficial aspects of my training here is the opportunity to become more sensitive to a wide range of ages and family situations in cultures besides my own. Here, it is hands-on, and I am open to where it leads me... a perfect bridge between the two experiences."



## Consulting Physician: Real-World Psychiatrist Values Team, Resources in Patient Compliance

An Interview with Christopher Heckman, M.D.

*Dr. Heckman is the Medical Director at Hudson Family Services and is a psychiatrist for the West Valley Family Services Division. He works with individuals and families, and also consults for the WrapAround Treatment (WAT) program that provides comprehensive services to reintegrate forensic consumers into society. Dr. Heckman developed the Metabolic Risk Factor tracking sheet, a guide for tracking side effects of anti-psychotic medications that is now used throughout Pacific Clinics.*

**Q: You have quite an unusual background for a psychiatrist.**

**Dr. Heckman:** Yes, indeed. I graduated from college as an art major and held many odd jobs including retail, customer service, camp counselor, and even several years as a substitute teacher. I did not have exposure to the medical field until my father became seriously ill and later succumbed to cancer. I was appalled at the “bedside manner” of some of his physicians — the inability to get questions answered and be kept apprised of his progress and options — and their overall demeanor. After my research of both traditional and alternative treatments for cancer, and feeling that I could make a difference by how I related to my patients, I felt inspired to pursue a medical career. I returned to college to take pre-medical classes, earned a masters in Applied Physiology, and then entered medical school. In medical school, many of the rotations seemed rushed and left little time to interact with the patients. I felt disconnected from the patients that I was trying to help ... until my psychiatric rotation. The attending physician gave me a *whole hour* to interview my first psychiatric patient. The luxury of having the time to really connect with a patient and better understand his or her issues of family, ambitions, work, conflicts, and perspectives was so different from the other rotations...I had found my calling.

**Q: How did these life experiences contribute to your work as Medical Director?**

**Dr. Heckman:** During medical school, I noticed that those of us who entered medical school later in life generally earned higher marks on the interpersonal skills evaluations. Having a varied background helps me relate to some of the challenges people face in everyday life that need to be addressed in treatment. I do believe that, for patient-centered specialties, a diversity of real-world experiences can enhance the doctor-patient relationship and even translate into better outcomes. Experiences can help build skills that are important in any field and I hope that I’m utilizing my skills to the fullest to meet the obligations that are inherent in the position of Medical Director.

**Q: You came to Pacific Clinics soon after completing your residency in psychiatry. As a young physician, what attracted you to community mental health?**

**Dr. Heckman:** Although I do see patients one day a week in private practice, Pacific Clinics offers an ideal setting for a broad, all-encompassing approach to treatment. Most clients’ needs are beyond medication management and include therapy, sobriety programs, social security, housing, education and other services. I enjoy formulating a comprehensive treatment plan and having an incredible treatment team to help carry out the plan. I’m fortunate to have talented and motivated therapists, case managers and support staff that work together to help each patient. This team approach attracted me to community health, and the results continue to be fulfilling.

**Q: What types of consumers do you see?**

**Dr. Heckman:** Our population fills the entire spectrum of mental illness from mild depression to severe psychosis. We treat a higher percentage of schizophrenia than is seen in the private sector, though the depressive and anxiety spectrums represent the largest percentage of our patients. Bipolar disorder, panic disorder, post-traumatic stress, autism, attention deficit, and dementia are just a few of the disorders we see...it may be harder to name the disorders we haven’t seen at our programs.

**Q: You are an advocate of the Family Services model of care. How do you see the physician in this model?**

**Dr. Heckman:** Mental illness doesn’t just affect the person, but also the family, friends and community. Family education, parenting skills development, and other supportive services are important aspects of treatment. The more convenient we can make it to access these services and treatment of all age groups, the better chance we have of helping the entire family unit. When patients and their families do not have to go to separate offices for each member’s care and can obtain services in one place, it promotes better compliance with treatment and better outcomes. The family model makes sense. Just today one of my patients came to see me and brought her son to see our child psychiatrist at the same time. We all can appreciate this convenience.

**Q: What do you find most personally satisfying about your work at Pacific Clinics?**

**Dr. Heckman:** By far...what the staff brings to the table. Their enthusiasm, dedication and effort are appreciated every day and help create an enjoyable work environment. Their lively professionalism translates into the success of our programs and the satisfaction of working here.

# A Passion for Her Work Informs Gladys Lee's Pioneering Career

Growing up in a Catholic school environment with activist progressive nuns in Hong Kong, Pacific Clinics Vice President Gladys Lee, LCSW, developed early a keen sense of injustice that would inform the passion of her pioneering career at Pacific Clinics. "By the early 80's, I was a psychiatric social worker for the L.A. County Department of Mental Health — a time when a wave of Asian immigrants was settling in the San Gabriel Valley," remembers Ms. Lee. "While working on a needs assessment for this community, Pacific Clinics' President/CEO Dr. Susan Mandel sent Terry Gock, Ph.D., to join the effort. It so happens that Terry grew up in my neighborhood in Hong Kong and was a classmate of my brother's. It was an amazing meeting and I saw right away that we shared the same vision of the mental health services this emerging community would need."

## Molding New Initiatives Based on Unmet Needs

Ms. Lee joined Pacific Clinics in 1984. With other public and private agencies, she and Dr. Gock formed a San Gabriel Valley Asian Task Force to advocate for a freestanding mental health clinic. "During that time, high school racial tensions emerged and one of the things we did was community organizing to promote dialogue, resolve conflicts and demonstrate community need. Based upon this input the County issued a request for proposal, which the Clinics applied for and subsequently received." With her leadership as Program Director, Asian Pacific Family Center was the first full-service Asian Pacific mental health clinic, opening in Rosemead in 1986.

Gladys Lee was later named Divisional Director, growing the Clinics' San Gabriel Valley Asian Pacific services over thirteen years to more than sixty staff and opening a second site in the east valley area in 1996. In 1999, she was promoted to Chief Professional Officer for the agency (with Terry Gock taking over as Asian Pacific services director), in which she oversaw practice standards and quality assurance for the professional staff.



*Gladys Lee, LCSW*

In her present post as Vice President, she continues to represent Pacific Clinics on numerous boards, at public policy hearings and in advocacy groups, and has designed and implemented new initiatives agency-wide. Ms. Lee notes, "Our consumer Self-Help and Anti-Stigma campaigns have changed the culture of mental health, focusing on consumer empowerment and involvement and promoting wellness for the whole person". She shares these integral values at each Pacific Clinics orientation for new employees.

Seeing a need for workforce development, Ms. Lee helped bring together the partnership between Pacific Clinics and Pasadena Community College for the Mental Health Worker Training program, which under her leadership has graduated eleven classes since its inception six years ago. "Nearly 60% of our students have been self-identified as consumers or family members," reports Ms. Lee. "Of the 127 students we've tracked, 75 have entered mental health employment, more than half with Pacific Clinics. It's immensely gratifying to see the results of this effort, with students becoming part of the workforce, embarking on careers, not just getting jobs."

## A Zest for Touching Lives

What continues to keep Gladys Lee on the leadership forefront even if it's not always easy? One major incentive -- and challenge -- she mentions is the historic underfunding of mental health services in the face of growing demand. But she feels that the challenges have been more than offset by her deep personal satisfaction from helping improve people's mental health and lives to seeing consumers achieve a better quality of life and how far they are going in assuming leadership.

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*Housing team staff and volunteers are happy to distribute donations for consumers. L to R: Robert Gilkey, Amber Roth, Gladys Lee, and David Garcia.*

## Moving the Homeless to Homes: David Garcia's Energetic Mission

Personally, "What really hurts me is seeing the children of homeless families," explains David Garcia when describing his work as Pacific Clinics Director of Housing. "The joy of seeing a family placed in a home or apartment of their own is one of the chief rewards of my job."

A ten-year veteran of working with the homeless, Mr. Garcia is responsible for placing hundreds of individuals diagnosed with mental illness and their families in qualified housing each year. He manages Pacific Clinics' Hestia House for transitional age youth and the agency's contracts with the City of Pasadena Department of Housing and the County of Los Angeles Housing Authority, as well as supervising the AB 34 Master Lease Home program for adults newly released from jail or on probation or parole.

Consumers are referred to housing services by Clinics partner programs at AB34, Passageways, Healthy Transitions and the El Camino site of Pacific Clinics. Far more than just seeking out housing, Mr. Garcia coordinates the extensive support services that accompany placements. The Pacific Clinics team provides treatment and prepares the homeless person for independent living well before move-in date. For people not used to paying bills, shopping and cooking for themselves, finding jobs and managing money, a great deal of social services and counseling is provided for each consumer. The care extends to helping furnish the new home, from furniture to kitchen towels, appliances to bedding. Items are gathered from a network of private and community donors, such as faith-based organizations, individuals emptying their houses due to a move, or hotels refurbishing their interiors and looking to donate beds, lamps, and chests of drawers.

"We don't just leave the newly placed person alone to fend for themselves," adds Mr. Garcia. "Our staff visits weekly at first and then regularly afterward to make sure they are secure in daily living tasks. Making what is often a frightening transition for a homeless person from street life to living indoors is similar to someone who has been 'institutionalized' by prison adjusting to live 'outside'.

## A Collage

We never give up on a consumer. When there is dispute and possible eviction, we intervene in landlord-tenant conflicts with mediation and conflict resolution. We do whatever it takes, until the consumer tells us they don't need us anymore. Sometimes, they come back and ask us for help in solving a particular problem." To reduce the isolation of new surroundings and living styles, the staff also hosts periodic social and holiday events that build a sense of community. "We'd actually do more of these beneficial events, but we need more volunteers to help us out."

In the Los Angeles market, with its high cost and scarcity of housing, Mr. Garcia's most challenging task is finding affordable housing. Yet, it is "the support of my staff and upper management that energizes me," says Mr. Garcia. "The very positive energy here makes me love what I do even more."

## C.A.R.E. Fund Answers Client Cries for Help and Gets Thanks From Those It Answered

When that long-awaited Section 8 apartment suddenly becomes a reality, how does a family that's been living on the streets get a few pieces of essential furniture?

If a troubled child has come far enough in his recovery to want to go back to school, what does his family – who're already just getting by — do about getting him the basic clothing and supplies he needs?

When a new Clinics drop-in center – a program not directly funded by governmental contracts that pay for other services – opens its doors, how does it pay for the supplies so enthusiastically used by some of its members?

# e of Care

The Clinics serves many clients that have been disabled for quite a while. Many come from low-paid working families with little disposable income and are barely making ends meet. Pacific Clinics can provide them with the low-cost behavioral healthcare services that are strictly defined by its contracts, but often consumers need other urgent help that only speedy financial assistance can remedy. That's where the *Pacific Clinics C.A.R.E. Fund* comes in. C.A.R.E. stands for "Client Assistance and Resources for Emergencies", and the fund that began in 2004 has helped numerous Clinics consumers.

**If you would like to make a contribution to the C.A.R.E. Fund, please use the enclosed donation envelope or call Public Affairs at 626/254-5000.**

## Thank You for Better Lives; Brighter Tomorrows



*"It was very scary* the three years I was homeless. I felt alone and helpless, needing drugs. Pacific Clinics showed me some people actually care about each other. The Care Fund helped me buy clothes to go back to school. I want to graduate and transfer to a university. Thank you. Thank you."

*"My daughter has finally gone back to school and is getting good grades now that she has tutoring. Thank you for making it possible for her to gain her confidence back and be the best student and daughter she can be."*

"In my fifteen years of being a therapist I have never seen a family so happy. After years of struggling to make ends meet, a mother and her children were suddenly left homeless. The Care Fund helped them obtain food and furniture to start a new life and a new home in the community."

*"I didn't know what to do when my grandmother passed away. Our family could never afford to go out, let alone afford a funeral. The money for the deposit for the burial expenses let us honor her the way that she deserved."*

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"It's the diversity of people here - from the CEO and Board to the terrific staff and the people we serve. They continually teach, motivate and inspire me. Pacific Clinics leads the way in a very nurturing environment with a lot of creative energy," Ms. Lee points out. "It's also very meaningful to me how much Pacific Clinics encourages new professionals to grow with its workplace and educational opportunities, providing employment for so many young families. I personally have had the privilege to "grow up" professionally at Pacific Clinics and work for 22 years under the inspiring and empowering mentorship of Dr. Susan Mandel, who has believed in me even when I didn't believe in myself."

"I'm very grateful to work for an organization with a heart. Pacific Clinics' family-friendly orientation and tremendous benefits have seen me through the birth and rearing of my two children, as well as my beloved mother's care and recent death, with compassion and flexibility. In particular, how this agency touches so many lives on so many levels is more gratifying than words can say."



*Gladys Lee, LCSW, VP (far left) and Susan Mandel, Ph.D., President/CEO (back row) congratulate PCC staff field supervisors this summer. Front, from left: Saul Zepeda, Barbara Almario, Maribel Arellano Gordon, Marva Phillips, Julie Frausto, Jacqueline Soriano, Claudia Sanchez, and Jessica Orenstein.*

## Mental Health Worker Certification Launches New Career for Sonia

After the loss of a good job ten years ago and faced with the responsibilities of rearing four children alone, Sonia Meza fought back from her depression with help from Pacific Clinics to become a full-time case manager associate with the agency's El Monte ACT clubhouse program.

"At the time, I was so frustrated and worried, I became depressed, overate and gained weight, and couldn't sleep. I ended up on welfare," remembers Ms. Meza. "But then, I saw a flyer from Pacific Clinics at the CalWORKs office and joined for treatment." She did well, and was made aware of an opportunity to enroll in the Pasadena City College/Pacific Clinics collaborative course that trains mental health workers. Ten weeks of PCC classes and six weeks of Clinics field training resulted in her certification. "At first, I was afraid to go back to school but I really liked the idea of helping out people like me. It also helped that I had a friend from my group who was going, too," said Ms. Meza. "It turned out to be very educational and rewarding."

Beginning part-time two days a week as a drop-in specialist, she "stayed the course" until a full-time position opened up as a case manager associate. Now, she works with as many as



*Sonia Meza gives an arts & crafts lesson to members of the ACT clubhouse.*

25 consumers per day that come to the clubhouse for their appointments and as a place to be with others. "We have a full program of activities - pool table, arts and crafts, current events discussion groups, cooking and language classes and outings," says Ms. Meza. The social, communication, and coping skills we teach encourage our consumers to be active and participate in daily life. That helps them to feel better about themselves, comply with their meds and treatment, and become more independent. I love being with our consumers and seeing the real progress they make."

As for her job at Pacific Clinics, "We're like a very supportive family here, where employees can realize their potential. I have excellent, very patient supervision. Pacific Clinics opened doors for me and I proved to myself I could do this. I'm proud of myself."



*Dr. Joe Ho, standing, at a staff meeting in Pasadena. From left, Lisa Lansing, Jayme Stednitz and Emma Oshagan make plans.*

## With a Life-Mission Fulfilled, Dr. Ho's Career and Advice Lights the Path for Others

If ever there were a person that demonstrated the career advancements available at Pacific Clinics, it would be Joe Ho, Ph.D., MBA, Division Director of Specialty Services for Children. "During the course of my career at Pacific Clinics, I have been afforded tremendous opportunities to move through the organization," says Dr. Ho. He fondly recounts how he stapled the initial grant application that Gladys Lee prepared for what would become the Asian Pacific Family Center, where he became its first intern.

### **The Turns in the Road to Self-Discovery**

Yet, the road to his current position took many turns even before Dr. Ho arrived at Pacific Clinics. As an electrical engineer with BS and MS degrees, his conversion to Christianity led him to a life-changing encounter. A volunteer Sunday school teacher, his pastor called on him to visit a student in a psychiatric hospital. "I had never done any human services work, but in helping the youngster transition from his losses, I eventually became his "big brother". Our activities together proved to be the most fun and a most rewarding experience." Sensing a need within him, and realizing the need in Chinese immigrant churches for Americanized leadership to guide the newly-arrived and their children, his counseling duties led him to earning his Master of Divinity degree and serve as a minister for twelve years. "At the time, the boat people were arriving with very real needs for

transition to another, greatly different, culture." The desire for advanced training returned him to school for a master's and Ph.D. in clinical psychology and led to his internship at Pacific Clinics. In 2000, Dr. Ho added an MBA to his list of degrees.

"But the academic degrees merely demonstrate the lengths it took to find my great mission in life," Dr. Ho says. "The work of Pacific Clinics resonates within me — a strong desire to help the oppressed, the people that never get what they need. I never would have felt that as an engineer."

### **The Challenge of A Career Choice**

Beginning as a Clinician and then moving to supervisor and administrator, Dr. Ho credits the visionary work, excitement, and sheer fun of working at Pacific Clinics that are the fabric of his being. "Yes, there are everyday challenges. For me, it was a tough choice between the strong pull of serving consumers directly, seeing change happen and families blossom, versus the administrative route where change happens at a different level."

Dr. Ho advises that each Pacific Clinics caregiver may face a similar challenge in choosing between direct consumer services and supervisory or administrative positions. "Sometimes people make the wrong career path choice by not following their hearts. It is better to be

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Joe Ho shows a mural painted for a children's program, one of many creative ways staff work with clients.

the best clinician, if that is where the heart lies, than being an administrator responsible for budgeting and paperwork that does not suit an individual's personal attributes and talents."

Noting that the Clinics is now engaged in defining a career track for senior clinicians with compensation comparable to administrators, "A person must look at his or her gift and go with their strengths."

### An Environment-Charged Opportunity to Shine

Dr. Ho states that, in his sixteen years at Pacific Clinics, the agency — never content with the status-quo and charged with new ideas and new programs — has always presented him the right opportunity at the right time. He goes on to observe that as a non-profit, Pacific Clinics is the optimal size, not too small to dream big yet large enough to capture the advantages of the latest technology and evidence-based practices, some internally and some through university-based instructional resources. "Pacific Clinics is not too large for personal visibility. When an individual shines, it will be seen. Whatever a person is seeking in professional recognition and personal satisfaction, the opportunities to move towards those goals can be found at Pacific Clinics."

## Claire Karp and Her Team Meet the Challenge of Rural Services



"I went into mental health because I had a sibling who struggled with mental illness. I wanted to understand what was happening with her — to try and help others avoid the pain and misery she went through. I became very curious about why people do the things they do," After graduate school, Claire Karp, MFT, began her extensive career in a residential treatment center for adolescents. She worked for San Diego County DMH, a school-based Riverside County DMH services program, and then for San Bernardino County Department of Behavioral Health. She developed a 23-hour care unit and facilitated the move of over 200 staff into the newly built Arrowhead Regional Medical Center mental health unit, then supervised the psychiatric emergency room and an adult unit.

A marriage brought her to the desert and Pacific Clinics. "When I started working in Yucca Valley, the children's intensive program had me, a secretary, a full-time case manager, and six contracted therapists," reflects Ms. Karp, now Associate Director for the Northeast Valley Divisions' San Bernardino and Riverside county programs. "In six years that program has changed from contracted to all regular staff, seeing twice the number of children. Pacific Clinics has added two EPSDT

clinics, two clubhouses and a child abuse prevention program in San Bernardino County. I also oversee a Riverside County Therapeutic Behavioral Services (TBS) program that has more than quadrupled in that time."

Ms. Karp relates that working with the Morongo and Coachella valleys' remote desert area populations scattered over the two huge counties presents enormous geographic and economic challenges. "About 80% are on SSI or disability. Our consumers face some tough challenges — paying for rent, food...there are no group homes or shelters...a lot of dirt roads and little public transportation in many areas. There is no convenient access to anything, even free mental health services. We meet with them in schools, homes, parks - whatever it takes." With many children reared by extended family, positive after-school activities for the youngsters and teens are scarce. "The families can't afford the few recreational resources that are here. Although the lack of services is getting noticed by the counties, priorities are for areas with larger populations."

In the face of overwhelming odds, Ms. Karp derives immense satisfaction in Pacific Clinics' ability to provide therapeutic and social services for the families and young people, giving credit to her colleagues' dedication. "Up and down the chain of command, my team is extraordinary, and our leaders are ready with support and understanding, even when something is not possible. Rather than limiting us, we are given encouragement and the freedom to seek out and explore options for those we serve."

# Exploring Horizons Leads Dr. Narayan to Ventura County Program

Far removed from the world of Petrie dishes, Shoba Narayan, Psy.D, has finally found her niche as the psychologist of Pacific Clinics' Ventura County Juvenile Court program. "Although I loved my hands-on laboratory work as a microbiologist in Illinois," recounts Dr. Narayan, "something was lacking. I wasn't sure what it was, but I set out to find it." After volunteering for a number of organizations, the pivotal moment came at a rehabilitation drug center for adolescents. "There, I really connected with the teens and felt I had an impact on their lives."



*Dr. Narayan (right) counsels a teen at the County court program.*

Following her heart, she moved to California and enrolled in the California School of Professional Psychology, where her internships included work with juvenile offenders at the Compton Court. Her supervisor, Michael Pines, recommended her to wife Irene Pines, MFT, at Pacific Clinics two years ago as a psychologist for the PC/ Soledad Enrichment Action schools program. Yet, it was the new Ventura County program that captured her keen interest. "There aren't that many court programs so when I was offered the opportunity, it was hard to pass up a program that shows great promise. Working with a team focused on the common goal of creating changes in lives, I am in the right place at the right time."

With a father who traveled extensively for business, Dr. Narayan was brought up around the globe. She devel-



*Dr. Narayan is part of the network of staff and legal professionals who make the drug court program a vital resource. From left: Henry van Oudheusden, Shoba Narayan, Monique Dunlap and Irene Pines (Pacific Clinics), Judge Coleman, Tanya White (ADP, Intake Coordinator), Jim Harmon (Dep. Public Defender), Pam Grossman (Dep. District Attorney), Lupe Paz and Gabriel Tobias (Probation Officers), and Karen Sedillos (Ventura County Bailiff).*

oped an appreciation for different cultures as a result of her exposure to different cultures and educational experiences. From a very early age, accepting diversity was the norm in breaking down social barriers.

Now, as the Ventura team's psychologist, Dr. Narayan is accustomed to encountering a broad range of consumer and family backgrounds when providing mental health services for juveniles referred to this rigorous substance abuse program. "It's a very intense, demanding regimen for the teens. Most of them have moderate to severe emotional problems and have experienced multiple crises. They need all the support we can give to get them on the path to productive behaviors."

Dr. Narayan credits the success rate of this Clinics, court and probation collaboration to its provision of comprehensive services and guidance. "We're all working on the same page so the teens are getting a consistent message. That really makes the difference in helping our consumers overcome tremendous obstacles."

Her work, however, is not without challenges. She says that it takes empathy, perspective and patience to meet consumers and families where they are. "The work can be draining at times, so one has to be attuned to personal place to avoid burn-out. Yet our small team is extremely supportive of each other and our work is immensely satisfying. At last, I am at peace with myself. For me, that's very important in one's life and work."



*Dolores Encinas*

## A Diagnosis Sparks a Life-Long Dedication to Mental Health Advocacy

When her twin sons were diagnosed with schizophrenia at age seventeen, Dolores Encinas went into action. “At the time, my husband and I were bewildered and unprepared for what that meant,” relates the mother of five. “It was scary, but I set out to learn as much as I could.”

More than just educating herself, Mrs. Encinas began sharing her experiences with others. In the 28 years since that fateful diagnosis, Mrs. Encinas has dedicated her life to educating families and the public about mental illness and shattering stereotypes. She became active in the National Alliance on Mental Illness (NAMI), and helped found the East San Gabriel Valley chapter in 1984, serving for many years as its Executive Director. “Families suffer so greatly when a loved one has a mental illness. It has been very important to me to get educated and involved. It helped me a lot as I learned. As others have done for me, now I do anything I can to help — even if it is a little thing — to ease their way.”

During the course of her local, state and national activities, Dolores has spoken to university classes, presented at professional trainings and conferences, served on various boards, and helped shape public policy. She was a leader in establishing Spanish-speaking NAMI groups in California. She and her twins have assisted in mental health trainings for law enforcement personnel.

After becoming acquainted with Pacific Clinics, Mrs. Encinas was invited to join its Board of Directors, and twice served as Chairman. “Since I knew of Pacific Clinics’ unique approach to empowering consumers, I was honored to be part of such a forward-thinking organization with so much to offer,” she explains. “I saw that this group of bright, talented people was doing a superb job. The emphasis on client functionality and self-help, and on programs for under-served minorities, reveals a visionary view of mental health services, and they really put their hearts into their care.”

Mrs. Encinas points out that Pacific Clinics has made a huge difference in consumers’ lives well beyond treatment. “In giving voice to clients and family members through seats on their own Board, in acting upon clients’ preferences and recommendations and encouraging them to set and meet their own goals, Pacific Clinics is showing the way for the future of mental health services. I’m proud to be part of the mission.”

Still very active on the Clinics Board, Mrs. Encinas continues to involve others. “I recruited Frank Wills, Police Chief of West Covina, as a member. He used to baby-sit my children as a teen,” she laughs. She then enlisted the Police Chief of Sierra Madre, Marilyn Diaz, to join. Mrs. Encinas continues her work with the Latino community and NAMI, most recently in raising funds for the regional *NAMI Walks* event this October. “Reaching out and heightening awareness of mental illness helps reduce its stigma among the public. Helping others understand mental illness is an ongoing project - and a cause I passionately embrace.”

# For Yulia levleva, A Journey of Distance to Discovery

“In my native Russia, even today, working women don’t go far in their careers,” sighs Yulia levleva, MFTI, who moved to the U.S. fourteen years ago as a college student, leaving the comfort of Moscow’s familiar surroundings to cross the hemisphere. Her curiosity about the larger world, her quest for her true identity, and her fascination with American culture guided her to Los Angeles, and eventually to Pacific Clinics where she began her career in mental health.

“According to Russian cultural norms, women are expected to marry at a very young age. Retirement age for women is 55, and their careers are virtually over at that point. We are forced to embrace this indignity — unimaginable here. To be able to exercise my free will and make my own career choices, backed up by strong laws, was what attracted me to America,” Yulia adds. “Today, as a young professional working in the United States, I derive incredible inspiration from the accomplishments of Dr. Mandel, our President and CEO, along with other women in positions of leadership at our agency. Their contributions to improving the quality of life for thousands of adults, children, and adolescents that find themselves under our care challenge patriarchal views of females, and empower other women to follow in their footsteps. Their talents and accomplishments are widely recognized in our field and in society at large.”

Ms. levleva learned about Pacific Clinics at a mental health conference in 2001, and found herself interviewing and being hired as a Mental Health Worker. She worked at a dual diagnosis program for adults at the El Camino site while completing her master’s degree. For the past year and a half she has worked as a Mental Health Therapist at several L.A. County-area Soledad Enrichment Action (SEA) charter schools in a Clinics program targeting at-risk youth with co-occurring mental health and substance use issues. “Clinicians in our program are both agents of help and role models for these students, who often question even the value of pursuing a high school diploma. My goal is to support my clients’ growth as productive members of society — helping instill faith in their own potential and reliance on

their internal resources — in the face of the tremendous challenges they encounter living in gang-infested, poverty-stricken neighborhoods.”

*Mental Health Therapist Yulia levleva fosters belief in her clients’ potential*



At SEA schools located in these impacted communities, Ms. levleva works with an under-served population. “Mental health services in these areas are virtually nonexistent and often Pacific Clinics is the only exception, breaking new ground for all service providers.” Frequently, she interfaces with probation officers and social workers as well as the courts, in order to optimize clients’ treatment, preserve their commitment to school, and prevent recidivism or return to juvenile camps. Students come from distressed families, often headed by single caregivers with little or no resources. Loss is a major theme in their lives — loss of siblings slain in drive-by shootings, loss of parents to drugs, loss of hope. Many struggle with substance dependence themselves. “Interestingly,” she observes, “One finds incredible resilience in these youth. Once they engage in the therapeutic process, their academic progress is remarkable...they develop self-confidence, respect for authority, and trust in people.” She credits the program’s emphasis on family participation. Her Spanish language fluency allows for involvement by clients’ monolingual parents in family sessions that, in turn, account for significant progress in treatment and help assure consumer retention.

Yulia emphasizes that the Clinics’ SEA Schools staff working with her at the new Child and Family Specialty Services home site in Pasadena deserves a great deal of praise. “I can’t say enough about the support of my supervisors and colleagues. We are an awesome team!”



# Innovation, Empowerment Add Up to Consumer Progress, Staff Effectiveness and Satisfaction

*Lee Ann Donaldson (right) presents a We CARE Award for "Group Work" to staff Glenda Aguilar, MFTI.*

In reflecting upon her work at Pacific Clinics, Lee Ann Donaldson, LMFT, tells the story of a horse running wildly through the park. "Everyone is frantically trying to stop the horse by any means, but the one method that works is coming alongside it and talking softly to slow it down and shape its direction. Pacific Clinics is very much like that. We walk alongside and talk softly to people, consistent with our vision of supporting and empowering consumers. Deep within them, consumers have the answers to make their lives better. They know where they want to go, and just need help in discovering within themselves how to get there."

As Lead Director of the agency's programs in Orange County, Ms. Donaldson supports its innovative and consumer-directed principles as essential to her work, encompassing five CalWORKs service sites and three adult mental health clinics, all employing the Clinics' Wellness Recovery Action Plan (WRAP). "Pacific Clinics' consumer rehabilitation focuses initially on the simple things consumers need to accomplish in order to function in everyday life."

One of the first steps is to provide whatever assistance necessary for people to overcome barriers in reaching their goals, be it returning to employment or school or just getting out of the house each day. Ms. Donaldson explains, "You may need to encourage them to get up in the morning and brush their teeth, or teach them how to use public transportation or to fill out job and housing applications. It is important to remember that mental health consumers face the same challenges of everyday living we all face. Pacific Clinics' emphasis is on helping consumers accomplish tasks that go along with their aspirations and empowerment. That means we continually ask ourselves, 'What is the next step for the

consumer - and for the staff? What can we do today that will help our consumers progress and reach their full potential?"

## **Consumers' Active Role in Treatment and Recovery**

"During the twenty-some years I headed the counseling program at a major Orange County-run facility, we tried to institute a dual-diagnosis approach, attempting to bring together drug/alcohol and mental health treatment. This seemed almost impossible and yet Pacific Clinics has been able to demonstrate taking an integrated approach to the co-occurring symptoms that many consumers face. I became extremely impressed with Pacific Clinics, which at the time was five years ahead of any other agency in the area to become certified in combining substance abuse treatment with mental healthcare."

"Pacific Clinics has stood out in its corporate vision of giving clients a voice in their personal treatment plans and in shaping agency policy and practice." Ms. Donaldson cites the Quality Assurance Board on which consumers take leadership in advocating for themselves. "In encouraging their participation with lots of support and understanding, I've seen how they learn to speak up, run meetings, and grow to mature participants in shaping the policies that affect their future."

By the same token, the Family Advisory Board gathers parents and children to engage in activities and presentations. "I love how parents come to see their children in a different light when they participate as equals in conducting business meetings, and how the children look to parents as role models," observes Ms. Donaldson. "Pacific Clinics' creativity and willingness to explore new frontiers in mental health is inspiring and immensely enjoyable to be part of."



*Charles Chege, Psy.D., hopes to expand his work in Kenya to assist caregivers and families.*

## A Sense of Community Inspires Dr. Charles Chege's Work

"After completing my undergraduate degree in Kenya, I taught high school science there," explains Charles Chege, Psy.D., "but I wanted training in counseling to be more helpful to the students. Unfortunately, there was no master's program for that in my country."

Dr. Chege first pursued his dream on U.S. soil in Ohio, where the winter climate proved too frigid for the Kenyan. Moving to California, he earned a doctorate at Biola University's Rosemead School of Psychology prior to his internship at Fuller School of Psychology. "Although I was assigned to number one alternate status in my first choice — the Pacific Clinics intern program — I was actually offered a position here before I finished my Fuller internship."

### Sharing Expertise

Now Team Supervisor at the Monrovia Family Outpatient Clinic, Dr. Chege counsels children and adults. He provides clinical and administrative supervision for the program including its school-based services and supervision of interns assigned to the site. His expertise extends to an ongoing concern within his native country. "In my first trip back to Kenya in five years, I saw a need and set up services for the caregivers of HIV/AIDS patients to take care of themselves. Like here, caregivers or families need mental health tools and skills in order to better handle their distressing experiences.

This also includes counseling children to help them adjust to the loss of their parents to the disease." He hopes to build a support network of faith-based organizations to continue this work.

### A Reflection of Self

As a professional, Dr. Chege especially appreciates the structure of the Pacific Clinics organization and its many avenues for growth. "The Institute's courses, the week off each year to devote to education and additional training, and the opportunity for supervision keeps me in touch with what's developing in the field and with fresh ideas."

But, in facing the challenges of care, Dr. Chege says that it takes a personal sense of balance to provide quality services. "Needs always outstrip funding. The work is extremely demanding as we function in so many capacities, being available for consumers, families, students and to each other in our continuing commitment to excellence. "Yet," he reflects, "the Clinics' focus on community and meeting the needs of the under-served speaks to me personally, a point congruent to who I am, coming from a third-world country and its communal orientation. Pacific Clinics is what community mental health is all about for me."

# Moving Forward: News and Notes

## New Programs Funded by Mental Health Services Act

Pacific Clinics has recently been awarded MHA Full-Service Partnerships for all age groups in several geographic areas in L.A. County, primarily the San Gabriel Valley, Santa Fe Springs area, and Glendale. These FSP awards represent nearly \$7 million in new funding for the agency and include 434 "slots" to enroll individuals.

The core infrastructure for enrolling and assisting consumers toward recovery in the Mental Health Services Act is the **Full-Service Partnership (FSP)**. These enrollment programs are organized by age group, i.e. Children (0-15), Transitional-Age Youth (TAY) (16-25), Adults (26-59) and Older Adults (60+). FSPs target specific high-risk populations who have historically been unserved or underserved by the public mental health system.

Pacific Clinics has also been awarded two new MHA-funded contracts in Ventura County. These programs will develop and implement TAY and Adult Recovery Centers in the Oxnard area.

**Pacific Clinics**, a California 501(c)3 nonprofit corporation, has been certified since 1993 by the American Psychological Association for its psychology, internship programs and since 1995 by CARF - The Rehabilitation Accreditation Commission -- for its vocational services.

Pacific Clinics' work is funded by contracts from Los Angeles, Orange, Riverside, Ventura and San Bernardino counties, as well as state, federal and municipal governments, United Way, corporate and foundation grants, and private donations.

### Pacific Clinics Board of Directors:

**Officers:** William Vollero, MD, Board Chair; Vgee Ramiah, CPA, Vice Chair; Frank Wills, Secretary; William Compton, Jr., Immediate Past Chair; Susan Mandel, Ph.D., President/CEO

**Other Members:** Sheila Clark, Marilyn Diaz, Dolores Encinas, May Farr, Gail Green, Zaven Kazazian, JD, Roy Kushel, MD, Yvonne Mejia, Lary Mielke, Siong Yap, PE, Rosa Zee

Visit Pacific Clinics on the Internet for more information on our programs and events at: [www.pacificclinics.org](http://www.pacificclinics.org)

Published by Pacific Clinics Public Affairs Department  
Editor-in Chief: Nancy Hochstein; Assistant Editor: Nancy Portilla  
Graphic Designer: Michelle Engler; Staff Photographer: Esther Chan  
Writer: Betsy Myers; Printing: Graphic Visions



## CALENDAR OF EVENTS

### Passageways Resource Fair

**October 20, 2006** 10:00 a.m. to 2:00 p.m.

The annual resource fair provides an opportunity for consumers to learn about community resources and provides an arena for service providers to network together for the benefit of staff and consumers. Lunch, music, mobile medical clinic, vision tests, and van pick-ups from specific locations will be provided. Salvation Army, Mentor Street, between Walnut and Union, Pasadena. Call (626) 403-4888 for information.

### Spirituality and Mental Health Conference: "Spirituality and Mental Health: New Horizons, New Directions"

**October 26, 2006** 7:30 a.m. to 4:15 p.m.

Pacific Clinics' third Spirituality conference features plenary speakers William Miller, Ph.D., Psychology and Psychiatry Professor at the University of New Mexico, and Herbert Benson, M.D., President of the Mind/Body Medical Institute at Harvard Medical School. The conference brings together mental health practitioners and clergy to address ways to learn from one another and work together for the betterment of persons served. Hilton Burbank Airport and Convention Center, 2500 North Hollywood Way, Burbank, California 91505. Registration: \$125. 6 CE's available. For more information call the Public Affairs Department at (626) 254-5036 or [Irussell@pacificclinics.org](mailto:Irussell@pacificclinics.org).

### Asian Pacific Family Center's Twentieth Anniversary Dinner

**November 16, 2006** 6:30 p.m.

Pacific Clinics and the Friends of Asian Pacific Family Center host a celebration in honor of twenty years of service for APFC in Rosemead and ten years of service for APFC East in Rowland Heights/City of Industry. Honorees include corporate leaders 99 Ranch Market, Cathay Bank, and Burger King Corporation; community pioneers Norman Hsu, Paul Louie, and Beth Woo. Emcees will be Miranda Hoh and Ted Chen. To RSVP or for more information, please contact APFC at 626-287-2988.



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