This past year, Pacific Clinics has provided comprehensive behavioral and mental healthcare services to more than 20,000 individuals and families.

For those of us who work in this field, there is nothing more rewarding than witnessing our clients’ progress. There are many success stories that simply would not be possible without our donors’ generous contributions.

We are especially proud of several achievements from the past year:

• Pacific Clinics is leading the way in advancing integrated healthcare with a number of new tools to address the physical health problems that often deter out clients’ progress toward healthier lives.

• We received a grant to provide Head Start and Early Head Start program for the next five years and are thrilled to be at full capacity within our first year of launching these programs considering our roots as a child guidance clinic.

• Pacific Clinics programs received re-accreditation from CARF, Commission on Accreditation of Rehabilitation Facilities.

Despite the obstacles of their illnesses, our clients continue to make great strides toward better health. As you will see throughout this report, they are optimistic and eager for a brighter future, and so are we given all that we’ve achieved together in 2013-14.

Thank you for your support in helping our clients take steps that may have at one time seemed impossible.
Each year, Pacific Clinics staff members work with our clients to help them rebuild their lives. For many of our clients, we may be their only friends and family. As we begin a new year, we reflect and celebrate the successes accomplished one client at a time. Here are just a few examples of how we go beyond meeting the basic mental health needs of our clients.

“I’m committed to these kids and I’ll get them wherever they need to be.”

Pacific Clinics has 11 drivers that transport 320 clients daily throughout Los Angeles County to and from school or their homes so they can benefit from our services. Last year, one driver, Tim, went out of his way each evening to ensure that two young homeless boys receiving treatment in Children Intensive Services were safely reunited with their mother each night.

Tim knew how anxious the boys were. That’s why he communicated regularly with the clinical program staff about any changes he noticed in their behavior. He took a genuine interest in their lives by reinforcing their successes no matter how small.

“In addition to a myriad of driving tests twice a year, our drivers also attend training and other courses that teach them what to do if a client experiences symptoms while riding in the van,” said Transportation Director Cedric Smith.

Love, Georgia

Last Summer, Georgia and her family lost everything they owned to a house fire. This included the family’s five cats and Georgia’s hearing aids. Having no homeowner’s insurance, she didn’t know where to turn.

Because Georgia was a member of Pacific Clinics Adult Clubhouse, where adults find support after and during their treatment, the staff and members obtained funds to purchase two twin beds, bedding and a hot pink bean bag chair for the girl’s bedroom. Local community resources also helped secure new housing for the family.

Georgia was so overwhelmed by the outpouring of help from the community that she hugged the staff and fellow members with tears in her eyes.
Sometimes caring for our clients means having hope even when they have given up

Mrs. Matthews’ health began to rapidly decline at age 60. It started with loss of weight and appetite, then hand tremors. Eventually Mrs. Matthews became so frail she had to use a walker. She had never experienced anything like this before. She was very fearful of doctors and had a difficult time understanding instructions. She became so overwhelmed that she shut down. She even stopped attending her doctor’s appointments.

Her Pacific Clinics Peer Partner Brenda and Health Navigator Sara, spent countless hours over several months building a strong relationship with Mrs. Matthews. They accompanied her to appointments and tests and even coached her on how to ask questions of the doctors. Their support also helped her continue her mental health treatment as well.

Mrs. Matthews physical and mental health continues to improve with the help of the Peer Partner and Health Navigation programs.

Pacific Clinics addresses clients’ physical health in a big way

Many of our clients neglect their physical health due to their mental illness and lack of financial resources.

Last year, Dr. Sharat “Sharu” Parameswaran, a Robert Woods Johnson Foundation clinical scholar, selected Pacific Clinics to collaborate in an effort to find ways to improve the lifespan and overall health of people living with mental illness. The average life expectancy of a mental health client is 54 years old.

In an effort to reverse this trend, Pacific Clinics created an innovative committee comprised of clients, clinical and health professionals. Together they developed a physical health screening tool that is being used to assess our clients’ overall health needs. The goal is for every client to have ongoing physical assessments in coordination with mental health care.

“It’s impossible to do what we do without taking physical health into consideration,” said Susan Mandel, PhD, Pacific Clinics President and CEO.
Our clients may initially come to Pacific Clinics for mental health treatment, but we do so much more:

- **We work with family members to help them with parenting skills**

  Victor’s uncontrollable sporadic outbursts at home were tearing the family apart. Pacific Clinics not only provided treatment for him, but worked with his mother to improve her parenting skills.

  “I’ve made a lot of mistakes in my life. I’ve learned so much on how to support Victor and my family.” (Lily, age 27)

- **We offer employment assistance**

  Debra battled depression most of her life but did not receive help until she was in her 20s. At Portals, she got help for her depression and finding a job.

  “Working with the Portals team, I landed a job at a hotel. For the first time in a long time, I am happy.” (Debra)

- **We assist seniors**

  Anny, 58, immigrated from Vietnam in 1983 where treatment for depression was scarce. She wanted help, but didn’t speak English. Pacific Clinics Asian Pacific Family Center not only offered treatment in her language but were also sensitive to her cultural needs.

  “It was so nice to meet in groups with other Asian senior citizens. I see the world differently now. It’s beautiful.” (Anny, age 58)

- **We provide drop-in centers for young adults, many who are homeless**

  Humberto was expelled from school at 18 because he was caught with drugs in his pocket. His school counselor referred him to Pacific Clinics.

  “Pacific Clinics offered me individual and group counseling, helped me with my grades so I could graduate and helped me see that I could have a bright future without drugs.” (Humberto)

---

Bilal is now learning to trust again

Bilal tried to talk to his father about his struggles with bouts of depression and anxiety, but his father was very dismissive. His family strongly believes it is a sign of weakness and unacceptable to ask for help. Rather than trying to understand and support his son, he kicked him out of the house. Bilal became homeless at age 20.

Even his closest friends had betrayed his trust. He was frightened and alone. He lived on the street for six months. He needed a place where he felt safe and could get help. He found both at Pacific Clinics Transitional Age Youth (TAY) Drop-in Center in Oxnard where young adults ages 18-25 hang out, no questions asked.

At first he would visit the Center to use the showers and do laundry. Each time he visited, he would meet peers his age confronting similar problems. This gave him confidence to share his struggles. In the past few months, Bilal has participated in several of the Center’s programs that have taught him how to manage his mental illness and assisted him with supportive transitional housing. He is now working with an Employment Specialist to learn job seeking and interviewing skills.

“What’s good about the TAY Center is that everyone shares their own story. No one judges you. That has helped me a lot,” Bilal said.
THANKS TO YOU...
Pioneering programs continue to provide a path to wellness

Head Start/Early Head Start Classes

Portals Mariposa Clubhouse

Mental Health Worker Graduation

Wellness Center Garden in Pasadena

Transitional Age Youth Thanksgiving Dinner

Latino Conference

Homeless Connect Day
Revenue by Source

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants and Contracts</td>
<td>$85,930,064</td>
</tr>
<tr>
<td>Federal Awards</td>
<td>$9,487,639</td>
</tr>
<tr>
<td>Contributions</td>
<td>$361,150</td>
</tr>
<tr>
<td>Investment Income</td>
<td>$136,269</td>
</tr>
<tr>
<td>Client and Third-Party Revenue</td>
<td>$300,540</td>
</tr>
<tr>
<td>Lease Income</td>
<td>$8,172</td>
</tr>
<tr>
<td>Net Assets Released From Restrictions</td>
<td>$291,279</td>
</tr>
<tr>
<td>Other</td>
<td>$204,444</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>$96,719,557</strong></td>
</tr>
</tbody>
</table>

Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Expenses Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$77,901,744</td>
</tr>
<tr>
<td>Supporting Services</td>
<td>$18,776,210</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>$96,677,954</strong></td>
</tr>
</tbody>
</table>

Change in Unrestricted Net Assets

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CHANGE IN UNRESTRICTED NET ASSETS</strong></td>
<td><strong>$(29,916)</strong></td>
</tr>
<tr>
<td><strong>CHANGES IN NET ASSETS</strong></td>
<td><strong>$11,687</strong></td>
</tr>
<tr>
<td><strong>NET ASSETS, BEGINNING OF YEAR</strong></td>
<td><strong>$4,342,265</strong></td>
</tr>
<tr>
<td><strong>NET ASSETS, ENDING OF YEAR</strong></td>
<td><strong>$4,353,952</strong></td>
</tr>
</tbody>
</table>

**Statement of Operations and Changes in Net Assets**

**Statement of Financial Position**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$10,990,172</td>
</tr>
<tr>
<td>Contract and Other Receivables</td>
<td>$2,749,734</td>
</tr>
<tr>
<td>Prepaid Expenses, Deposits &amp; Other Assets</td>
<td>$1,868,889</td>
</tr>
<tr>
<td>Property &amp; Equipment</td>
<td></td>
</tr>
<tr>
<td>(Net of Accumulated Depreciation)</td>
<td>$9,765,944</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>$25,374,739</strong></td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>$1,908,319</td>
</tr>
<tr>
<td>Accrued Liabilities</td>
<td>$9,948,814</td>
</tr>
<tr>
<td>Contract Current Liabilities</td>
<td>$758,610</td>
</tr>
<tr>
<td>Total Long-Term Liabilities</td>
<td>$8,405,044</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>$21,020,787</strong></td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Unrestricted</td>
<td>$4,134,762</td>
</tr>
<tr>
<td>Temporarily Restricted</td>
<td>$219,190</td>
</tr>
<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td><strong>$4,353,952</strong></td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td><strong>$25,374,739</strong></td>
</tr>
</tbody>
</table>
2013-2014 DONORS

Fiscal Year 2013-14

Martha C. Ahea
Ani Adaimy
Advanced Imaging Strategies
Aerocom, Inc.
The Ahmanson Foundation
Tizebt T. Alemayehu
Anonymous
Armenian Relief Society
of Western USA, Inc.
Yamile Arriola
Ara Artinian
ASConsulting
Faye K. Ashby
Asian Pacific Community Fund
Associated Environmental Management
Astorian Commercial Real Estate
Gloria Avrech, PhD
Mr. and Mrs. Thomas M. Bader
Aida Bahudian
Betty Baker
James J. Balla, MBA
Ronald C. Banks
Edmund V. Bedrosian
Barbara Beezy
Dr. Reuben Beezy
Donna M. Benton, PhD
Gary Bess Associates, Inc.
BESTFIT International, Inc.
Mr. and Mrs. Richard D. Biggar
Robert R. Blatt
Blue Shield of California
John L. Bonholtzer, Jr.
Mr. Tony Boniferro
Gregory Bowman, EdD
Laurie Brady
John S. Brekke, PhD
Irene C. Brennen
Betsey Brewer
Broadway Federal Bank
Edmund A. and Marguerite L.A. Burke Foundation
Jean Marie Cacciatore
Joanne Cadenas
California Community Foundation
Douglas A. Campbell
Care 1st Health Plan
Carpet Castle
Casa de la Familia Foundation
Jose Casillas
The Castle Press
Cathay Bank Foundation
Joan F. Cathcart
Pauline and Chuck Cavin
Karen Cervantes
Terry Chapman
Chapman Insurance, A Division of Arthur J. Gallagher
James Chen
Sheng-Cheg Chen
Rocco Cheng, PhD
Chinatown Service Center
Dr. and Mrs. Winston Chow
Mr. and Mrs. Randall M. Chung
James Clemmens
Coastal Building Services, Inc.
Maribel Contreras, PhD
John Cottee
Kent M. Crawford
Dr. Elsa Cruz
Joe D’Angelo
D’Aquino Italian Importing Co., Inc.
Larry M. Daines
Dang Pharmacy Group, Inc.
Michael R. Davis
James Dawson
Lisa V. De Angelis, RN
Michael J. Delaney
Bruce and Debby Dennis
Theresa G. Destito, LSW
The Carl and Roberta Deutsch Foundation
Marc E. Dobbs
Carrie Estelle
Doheny Foundation
Richard M. Dominguez
George David Drucker
Dunn Property Group
Cecelia Duran
Ann A. Durgerian
East West Bank
Eastside Optimist Club of Monterey Park
Edison International, Inc.
El Cholo Café
Emergency Food and Shelter Program
Mr. and Mrs. Keith Esparros
Marina Espinosa
Anonymous
Ronald R. Fairbanks, PhD
May S. Farr
Carlos Fierro
First General Bank
Francisco J. Flores
Sarah Forman
Amanda Freeman
Susie and John Frierson
Ken Fruend
Maye I. Fukumoto
and Patrick J. Ryan
Mary C. Gaines
Susan M. Galeas
Rosalie Garcia
Patricia Rene Garza
Steve Geary
Roberta B. Gillerman
Terry S. Gock, PhD
Lisa M. Goodwin
A Grain of Hope Foundation
Grand Avenue Development
Barbara S. Gray
Great American Insurance Group - Specialty Human Services Division
The Green Foundation
Mr. and Mrs. Ben S. Greenberg
Joyce Grego
Francis D. & Irene D. Griffin Foundation, Inc.
Stephanie Grodel
Tony Gronroos
Brandon Groussman
Ryan and Cecille Guacayane
Katja-Larissa Guinn
Michael G. Gutron, Jr.
Sara Gutierrez
GWLW Pharmacy, Inc.
Cora G. Halbert
Mr. and Mrs. Michael A. Hamilton
Dr. and Mrs. Ibrahim Hanna
Patrick Hansen
Mr. and Mrs. David M. Harding
Stacy Harrison, Esq.
Haven Auto Repair
Marion A. Hayne
Healthy Relationships California
HKG, LLP
Shawn and Dorian Holley
Hotel Normandie LA
Barbara Howell
Tsuey-Yuh Huang
Imprenta Communications Group, Inc.
Interior Removal Specialist, Inc.
Helen T. Irwin, Esq.
Mr. and Mrs. La Forrest Jackson
Donna and Timothy Jahn
Jensen/Zigman Construction Co.
Mr. and Mrs. Donald Jewett
Joell Partners
Lori A. Johnson
Helen C. Jones
Miriam G. Jones
Slettie M. Jones, LCSW
Kaiser Foundation Hospitals
Kaiser Permanente
Han Pin Kan
Zaven Kazazian
Barbara Kekich, Esq.
Susan Ann Kelley
Jim D. Ker
Key Drug Pharmacy
Sat Jiwan Khalsa
Maria Kliahejian
Kory J. Knape
Patricia Knight
Lydia S. Ko
Barbara Kovacic
Jeri Kunkel
Arlayn M. Ladson-Castle, JD
Janet M. Lambert
Grady L. Lang and Sheila Cronin
Henry Yiu Long Lau
Amy and Paul Lawrence
Gladyss C. Lee and Hal K. Platts
Tim Chihuang Lee
Janice Lee-McMahon and Brian McMahon
Jody Legendre
Dana Levitt
Ellen Leyva
Lawrence S. Lin, Esq.
Richard and Maureen LoGuercio
Mr. and Mrs. Joe Love
Allen Lund Company
Paul H. Lusby
Kieu Ly
Barbara L. Mack
Marie Mancini
Susan Mandel, PhD
Jeri Mann
David Martel
Maria Martin
Stan Martin
Vilma R. Martinez
Elise Mudd Marvin Trust
Mr. and Mrs. Glenn I. Masuda
Mr. and Mrs. Steven F. Mayer
Rex A. Mayreis
Dr. and Mrs. Paul McAndrews
Sherman L. McClellan
McGladrey
Scott and Terry McKenzie
Andrew McKitrick
Armando B. Mendoza
Mr. and Mrs. Bruce G. Merritt
Gary and Nancy Micon
Kristina Mikayelyan
We are deeply grateful to our donors whose support is essential to our success in serving our consumers.

We have made every effort to acknowledge anyone who made a donation to Pacific Clinics between July 1, 2013 and June 30, 2014. If your name is not listed or is incorrect, we deeply apologize. Please contact us at (626) 254-5020.
2013-2014 PARTNERS and AFFILIATES

FOUNDATION AND CORPORATE PARTNERS
The Ahmanson Foundation
Blue Shield of California
California Community Foundation
Cathay Bank Foundation
Chapman Insurance, A Division of Arthur J. Gallagher
The Carl and Roberta Deutsch Foundation
Carrie Estelle Doheny Foundation
Dunn Property Group
East West Bank
Edison International, Inc.
The Green Foundation
Kaiser Permanente
Mutual of America
QueensCare
The Rule Group
San Manuel Band of Mission Indians
Louise Laraway Teal Foundation
Weingart Foundation
Wells Fargo Foundation

PROGRAM FUNDERS AND PARTNERS
Asian Pacific Health Care Ventures, Inc.
Assistance League of Southern California
California Department of Rehabilitation (Vocational)
Center for Community and Family Services, Inc. (Head Start)
Child Care Information Services (CCIS)
City of Burbank
City of Glendale
City of Pasadena
Emergency Housing Assistance Program of California
Los Angeles Substance Abuse & Prevention Control
Los Angeles Department of Public Health
Los Angeles Department of Mental Health
Los Angeles County Sheriff’s Department
Orange County Health Care Agency
Riverside County Department of Mental Health
San Bernardino County Department of Behavioral Health
San Gabriel Valley Police Chiefs Association
Substance Abuse and Mental Health Services Administration (SAMHSA)
Union Station Pasadena Homeless Services
U.S. Department of Health & Human Services (Head Start)
Ventura County Behavioral Health Department

AFFILIATIONS AND ACCREDITATIONS
Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF)
Asian Pacific Policy & Planning Council (A3PCON)
Association of Community Human Services Agencies (ACHSA)
California Association of Alcohol and Drug Executives
California Association of Social Rehabilitation Agencies (CASRA)
California Council of Community Mental Health Agencies (CCCMHA)
California Department of Social Services
Community Clinic Association of Los Angeles County
Mental Health America
National Alliance on Mental Illness
National Council for Community Behavioral Healthcare (NCCBH)
National Head Start Association
Psychology Internship Accredited by the American Psychological Association and member of the Association of Psychology Postdoctoral and Internship Centers
U.S. Psychiatric Rehabilitation Association (USPRA)

UNIVERSITIES AND COLLEGE PARTNERS
Alliant International University
Antioch University
Argosy University
Azusa Pacific University
Brandman University
California State University, Dominguez Hills
California State University, Fullerton
California State University, Long Beach
California State University, Los Angeles
California State University, San Bernardino
Charles Drew University
The Chicago School of Professional Psychology
Claremont McKenna College
Cypress College
Fielding Graduate University
Fordham University
Fuller Theological Seminary
Hofstra University
Loyola Marymount University
Northern Illinois University
Nova Southeastern University
Occidental College
Oklahoma State University
Orange Coast College
PACE University
Pacific Graduate School of Psychology – Palo Alto
Pasadena City College
Pepperdine University
Rosemead School of Psychology, Biola University
Saddleback College
Santa Ana College
Stanford University – PsyD Consortium
Texas A&M University
University of California, Berkeley
University of California, Los Angeles
University of California, Santa Barbara
University of Denver
University of Hartford
University of Hawaii
University of Illinois
University of Nevada, Las Vegas
University of Rhode Island
University of Southern California, Department of Psychiatry
Wheaton College, Department of Science and Occupational Therapy
University of Southern California

FUNDING
Funding is provided by the Counties of Los Angeles, San Bernardino, Orange, Ventura and the Mental Health Services Act (MHSA). Additional funding is provided from corporations, foundations and individual donors.
Pacific Clinics
Board of Directors
(2013-2014)

OFFICERS

Board Chair  Zaven Kazazian, JD, CBC
Independent Consultant
Employee Benefit Plans

Immediate Past Chair  May Farr
Mental Health Commissioner, 2nd District
San Bernardino County

MEMBERS

Ronald C. Banks
Chief (Retired)
Inglewood Police Department

Gregory Bowman, EdD
Superintendent (Retired)

Larry M. Daines
Community Volunteer

Michael Delaney
Banking Executive (Retired)

Vincent J. DeRosa
Owner
Picasso's Café, Bakery and Catering

Richard M. Dominguez
Richard Dominguez & Associates

George David Drucker
Partner
Crenshaw/Drucker Communications

Tony Gronroos
Partner
HKG LLP

Janice Lee-McMahon
Luxury Property Director, Prudential CA Realty

Diane Tangreti
Community Volunteer

Pacific Clinics
Foundation
Board of Trustees
(2013-2014)

OFFICERS

Chair  Richard M. Dominguez
Richard Dominguez & Associates

President  Susan Mandel, PhD
President and CEO
Pacific Clinics

Vice President  James J. Balla, MBA
Executive Vice President and COO
Pacific Clinics

Secretary-Treasurer  Michael J. Dunn
President
Dunn Property Group

Immediate Past Chair  Ronald C. Banks
Chief (Retired)
Inglewood Police Department

MEMBERS

Oscar A. Acosta, Esq.,
Attorney-at-Law
Law Offices of Oscar A. Acosta

Doug Campbell
Manager, New Construction Services
Southern California Edison

Kent Crawford
Director, Employee Benefits Practice
The Rule Group

Stacy W. Harrison, Esq.,
Partner
Bingham

Barbara Kekich, Esq.,
Attorney-at-Law
Brown, Brown & Klass

Andrew Manley, PhD
President and Founder
New West Technical Academy

Lary J. Mielke
President
MHi

Carl Pridonoff
Attorney/Investor
Real Property Counsel

Russel Tyner, AIA
Partner
Houston/Tyner Architectural Corp.

Judy Weinstein
Principal
JRW & Associates
Our Mission

Building on people’s strengths, we deliver quality behavioral and mental healthcare services.

Our Approach

Through its dedicated staff, consumers, family members, volunteers and benefactors, Pacific Clinics provides innovative leadership in our communities. We offer treatment, prevention, early intervention, program development and evaluation, research, training, public education and advocacy, frequently in partnership with other social service organizations.

Our Core Values

• We exist as an organization to assure that individuals and families reach the highest level of functioning and the best quality of life possible for them.
• We ensure that consumers are always our first priority.
• We engage consumers, their families, and others significant in their lives as partners in treatment.
• We celebrate diversity and respect cultural differences.
• We involve consumers and family members in the review and evaluation of our programs and services.
• We acknowledge and support our staff as our most valuable asset.