



Healing families. Strengthening communities.

ANNUAL REPORT

Fiscal Year 2019-2020

We do whatever it takes to strengthen and advocate for children, families, adults, and communities to realize their hopes for behavioral health and well-being.



A Letter From the President and CEO

This past year was unique in so many ways. Finding ourselves in the midst of a pandemic wasn't something anyone could have anticipated, and nearly overnight, our focus shifted to doing everything we could to protect and preserve vital services for the thousands of children and their family members we serve each year. Life changing services that are needed today more than ever! However, out of these challenges there rose myriad opportunities to improve our programming and strengthen our agency.

One such opportunity was strengthening our leadership by naming [COO Kathy McCarthy as President of Uplift Family Services](#). Together, we will share leadership of the agency, with Kathy focusing on internal operations and assuring continuity of care during this tumultuous time. Please join me in congratulating her on this well-deserved role expansion!

We are also pleased to report that [we have been awarded nearly \\$4 million](#) in grants from the Substance Abuse and Mental Health Services Administration. In partnership with Pacific Clinics, who will help extend our supportive youth services to adults, and School Health Clinics of Santa Clara County, we have formed a consortium and become a [Certified Community Behavioral Health Clinic](#) (CCBHC). This CCBHC is one of only five in California and will serve 2,000 low-income individuals in Santa Clara County by offering integrated mental and physical health services. In the future, we look to see this model expanded throughout the state.

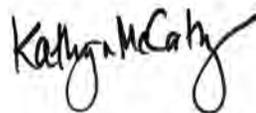
As the fiscal year came to a close, we assembled our Racial Equity and Justice Committee: a broad, multi-ethnic team who began the important work of finding ways to create systemic change in racial equity and justice, both internally and externally, and to support our BIPOC staff and families. We are hopeful that, through our collective work, we can impact systems to eradicate racism and inequities, particularly in the areas of behavioral health, child welfare, and juvenile justice.

There is much more to share in this report, and we hope that, within these pages, you will see the profound impact of your support for the most vulnerable in our communities. Together, we have—and will continue to—help the children and families we serve build brighter futures.

In gratitude,



Darrell Evora, MCP, MBA
Chief Executive Officer
Uplift Family Services



Kathryn Meier McCarthy, Esq.
President
Uplift Family Services



Leadership

Darrell Evora, MBA, MCP
Chief Executive Officer

Kathryn Meier McCarthy, Esq.
President

Craig Wolfe, LMFT
Chief Clinical Officer

Jason Gurahoo
Chief Financial Officer

Ron Scott
Chief Human Resources Officer

Mark Edelstein, MD
Medical Director

Lisa Alegria
Vice President, Fund
Development and Marketing

**Eleanor Castillo-Sumi, Ph.D.,
BCBA-D**
Vice President, Research and
Program Development

Rachael Clausen
Vice President, Shared Services

Gordon Richardson, LCSW
Vice President, Clinical
Administration

Brian Thomson, LMFT
Vice President, Clinical
Operations

Eva Terrazas
Vice President, Public Policy and
Special Initiatives

Marilyn Bamford, LMFT
Executive Director, Central
Region

Don Taylor, LCSW
Executive Director, Bay Area
Region

Elena Judd, Ph.D.
Executive Director, Los Angeles
Region

Mary Sheppard, LCSW
Executive Director, Capital
Region

Maria Murillo, LMFT
Executive Director, Inland Empire

Jacquelyn H. Torres
Deputy Director, Bay Area
Region

Kirstin Reed
Corporate Compliance Officer

What We Do

Uplift Family Services is one of the largest, most comprehensive behavioral health treatment providers in California. Each year, we do whatever it takes to help more than 35,000 children and family members manage and recover from challenges stemming from prior trauma—such as severe neglect and abuse—and learn the essential life skills they need to be successful at home, at school, and in their community.

How Can You Support Uplift Family Services?

DONATE: Every dollar you give—every penny—helps vulnerable children and families with a variety of programming, ranging from crisis services to in-school services to parent support groups and so much more. upliftfs.org/donate/

VOLUNTEER: From joining an auxiliary to providing hands-on assistance at a special event or camp, our volunteers make their community and world a little brighter. upliftfs.org/volunteer/

ADVOCATE: Community engagement is key for social change! You can help by educating yourself on issues related to behavioral health services, contacting your local senators and representatives, and voting. upliftfs.org/advocate/



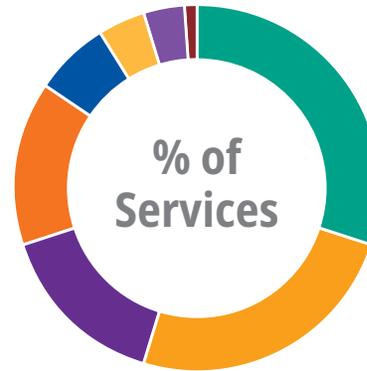
Pictured left: Busy Philipps at the L.A. Holiday Toy Drive

Services at a Glance

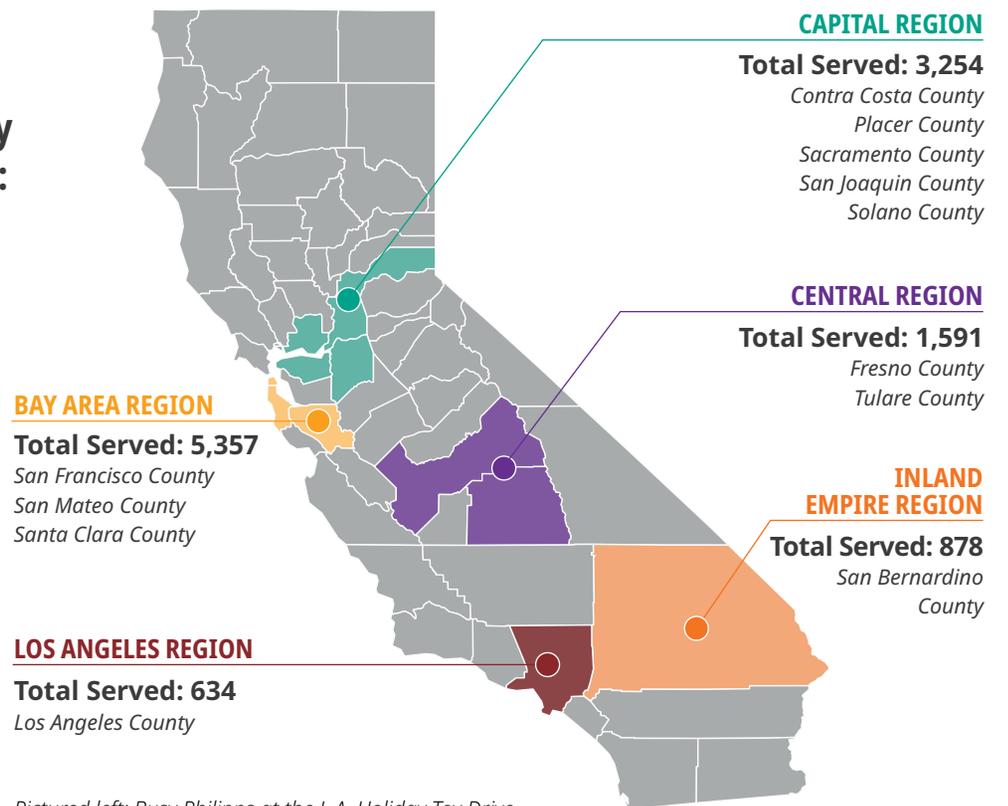
Total children, teens, older youth, and adults served:
11,714

Total family members served:
23,355

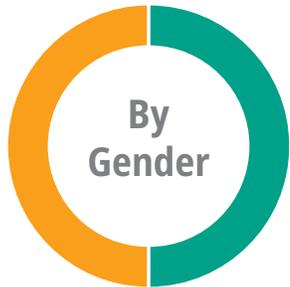
Total children, youth, and family members served:
35,069



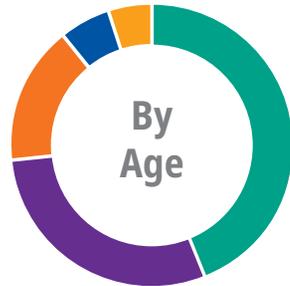
- 30.1%** OUTPATIENT MENTAL HEALTH SERVICES
- 24.7%** INTENSIVE BEHAVIORAL HEALTH SERVICES
- 15.4%** CARE COORDINATION SERVICES
- 14.5%** CONTINUUM OF CRISIS CARE SERVICES
- 6.6%** COMMUNITY-BASED WELLNESS SERVICES
- 4.0%** FOSTER CARE AND ADOPTIONS
- 3.7%** EDUCATIONAL SUPPORT SERVICES
- 1.0%** DEVELOPMENTAL DISABILITIES SERVICES



Who We Serve



50.1% FEMALE
49.8% MALE
0.1% TRANSGENDER/
 INTERSEX



15.8% AGES 0-5
44.0% AGES 6-13
29.6% AGES 14-17
5.6% AGES 18-25
5.0% AGES 26+



46.8% HISPANIC/LATINX
17.9% CAUCASIAN
10.4% OTHER/UNKNOWN
10.2% AFRICAN AMERICAN
8.8% MULTI-ETHNIC
5.5% ASIAN/PACIFIC ISLANDER
0.4% NATIVE AMERICAN

“They helped my son with his speech development, behavior, even school. From home and school, they were on top of everything.”



Strengthening Children and Families

Kai, 8 years old

Kai, a boy with dysthymia (a chronic form of depression) and ADHD from our Placer County Family Support and Outpatient Mental Health program, was initially engaging in physical aggression and threw frequent tantrums. His team worked hard to help Kai build coping skills, including seeking support from his resource parents (formerly called foster parents), identifying and communicating his feelings, and learning his triggers. As supportive services continued, the frequency and intensity of Kai’s physical aggression and tantrums started decreasing. Last fall, he was officially adopted and graduated from services! His parents report he is now able to talk about his feelings, and our staff call him, “an amazing kiddo.”

OUTPATIENT MENTAL HEALTH SERVICES are clinic and community-based treatment services, offered at home and school, for children, teens, and adults with a range of behavioral health problems. These services help families alleviate suffering, recover from trauma, restore and maintain a healthy level of day-to-day functioning, and work toward optimal growth and development at home and in the community. These services are funded primarily through county behavioral health departments. In some cases, they are funded by health plans or schools.

Of the 4,074 children, teens, older youth, and adults served in our community or clinic-based outpatient programs:



Stayed out of trouble with the juvenile justice system



Maintained in their home or a family setting



Avoided suspension and/or expulsion

Easing Transitions and Overcoming Obstacles

INTENSIVE BEHAVIORAL HEALTH SERVICES occur frequently and are often combined with social services to address social determinants of health (ie: access to safe housing, food, and health care). They usually include 24-hour on-call crisis response. The primary focus of these programs is to prevent children, teens, and older youth from being placed in a more restrictive level of care, or to transition them from these higher levels of care back into the community. These services are primarily funded by county behavioral health and social service departments. They may be also funded by the local Regional Center.

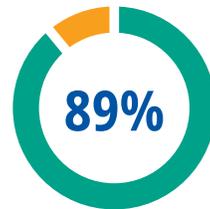
Of the 3,034 of children, teens, older youth, and adults served:



Maintained or returned to their educational placement



Stayed out of trouble with the juvenile justice system



Maintained at home or in a family setting

Louise, 45 years old

Louise is diagnosed with agoraphobia, hoarding, anxiety, and depressive disorder. Prior to California's shelter-in-place mandate, Louise was unengaged during sessions, often cycling back into her depressive behaviors. The transition to telehealth made a world of difference for her. She loves the video sessions and independently decided to start back on her hygiene routine. She now props up her phone in the bathroom to show the team that she is taking care of herself. Her team is thrilled to see the steps she is taking, especially with this new method of service delivery.



Working With Families to Improve Well-being



CARE COORDINATION SERVICES

involve organizing care and information among team members to achieve more effective care, ideal for those with simultaneous social services, behavioral health, and physical health challenges. This includes Child and Family Team Facilitation and Health Home Programs. Services are funded by county social services and health plans.

Of the 1,430 children, teens, and older youth in our Care Coordination services:



Felt their comments were considered in the development of an action plan



Said the facilitator maintained a safe environment



Were satisfied with the services they received

“The whole team was helpful and passionate. The clinician built a very nice relationship with my daughter. She trusted her and loved her.”

Stabilizing Children

CONTINUUM OF CRISIS CARE SERVICES include behavioral health services for children, teens, and adults who may be a danger to themselves or others. Services include a Mobile Crisis Team in Santa Clara and Solano Counties, as well as Santa Clara County's Community Transition Services, Crisis Stabilization Unit, Placement Services, and Crisis Stabilization Response Team. These services are primarily funded by county behavioral health departments. Our Inland Empire provides Intensive Behavior Support Services for children, teens, and older youth with developmental disabilities. These services are funded by the Regional Center.

Of the 1,128 children, teens, and older youth served in our Crisis programs:



Were satisfied with the services received



Reported the program met their needs



Would return to the program if they needed it

Connecting With Children and Parents

COMMUNITY-BASED WELLNESS SERVICES are prevention and early intervention services for children, adults, and their families. In Los Angeles, we offer the Hollygrove Haven after-school program and the Parent Institute. In the Bay Area, we offer Addiction Prevention Services. These services are primarily funded through donations or public sources of funding.

Of the 873 children, teens, older youth served:



Would return to the program



Reported the program met their needs



Were satisfied with the services received

Building Nurturing Families

FOSTER CARE AND ADOPTION SERVICES offer accredited Resource Family Approval, Professional Parenting, Intensive Services Foster Care, Therapeutic Foster Care, and Adoptions with the goal of helping children and teens find a forever home. These services are funded by county social service departments.

Of the 627 children, teens, and older youth living in foster care:



Improved or avoided behavioral problems at school



Were discharged to a less restrictive living situation

Helping Students Learn

EDUCATIONAL SUPPORT SERVICES are designed to help students succeed in an educational setting. They include classroom consultations, parent workshops, youth groups, and individual and family therapy. These services are primarily funded by county behavioral health departments and school districts.

Of the 424 children, teens, and older youth served:



Have no problem with absences



Reported their child was doing better in school

Meeting Families Where They Are

DEVELOPMENTAL DISABILITIES SERVICES use Applied Behavior Analysis (ABA)—which applies scientific interventions to address behavioral needs—to improve language, social, and life skills for children and teens with Autism and other developmental disabilities. These services are funded by Regional Centers and Managed Care.

Of the 124 children, teens, and older youth with autism that were served:



Of families reported our services are easily accessible



Of families reported their child is better at handling daily life

We Couldn't Have Done it Without You!

Uplift Family Services is extremely grateful for its donors and volunteers who give generously of their time, their dollars, and their hearts. These individuals contribute countless hours of time and talent coordinating special events and fundraising projects for the benefit of the vulnerable children and families we serve. Following are just a few stories of their impact, accomplishments, and celebrations over the last year.



TOTAL CHARITY WINNINGS

\$125,000

Norma Jean Gala

On October 19, 2019, we honored The Parish of Saint Matthew with the Ambassador of the Children Award at our [annual Norma Jean Gala](#) in Los Angeles. They have provided generous support through grants, volunteering, serving on our board, and participating in events year after year. We were also pleased to honor Compass' Patrick Moya with the Volunteer of the Year Award. Patrick shows regular commitment to our families by volunteering at Parent Institute.



Who Wants to Be A Millionaire

In April 2020, Ike Barinholtz, a famous comedian, actor, writer, producer, and director, as well as a champion for our Los Angeles-based Hollygrove programs, [won \\$125,000 for Uplift Family Services](#) after appearing on ABC's new iteration of "Who Wants to Be A Millionaire" with host Jimmy Kimmel. We are honored Ike chose to play while advocating for our agency!



Autism and Crisis Stabilization Unit Staff

In an effort to [show their appreciation](#) for our Autism and Crisis Stabilization Unit staff, who continued to provide essential services to children and families throughout the shelter-in-place mandate, Bay Area community members came together and raised more than \$3,500 to buy them weekly pizzas!

'Tis The Season Holiday Cocktail Party

In December 2019, the EMQ Auxiliary (The Butter Paddle), along with New Museum Los Gatos, hosted the 'Tis The Season holiday cocktail party. The event raised almost \$18,000 to support our children and families for the holidays, and was a huge success thanks to Nick Difu and our own Chef Antonio, who provided a signature cocktail and hors d'oeuvres, as well as guitarist Mason Razavi and local artist Andrea Borsuk.

Pictured left: Ming Quong alumnae posing in front of an art exhibit about our agency's history



Statement of Financial Position



- 44%** INTENSIVE BEHAVIORAL HEALTH SERVICES
- 21%** OUTPATIENT MENTAL HEALTH SERVICES
- 18%** MANAGEMENT AND GENERAL
- 8%** FOSTER CARE AND ADOPTIONS
- 4%** DEVELOPMENTAL DISABILITIES SERVICES
- 3%** RESIDENTIAL SERVICES
- 1%** COMMUNITY-BASED WELLNESS SERVICES
- 1%** FUNDRAISING



- 93%** GOVERNMENT GRANTS
- 4%** OTHER INCOME/FEES FOR SERVICE
- 3%** FUNDRAISING/CONTRIBUTIONS
- 0%** INVEST INCOME



@upliftfamily

Pictured left: The Guseynov family, our 2019 Adoption Family of the Year

Total assets:
\$82,003,044

Total liabilities:
\$45,511,857

Total net assets:
\$36,491,187

Uplift 
Family Services®

www.upliftfs.org



Names and identifying details in success stories have been changed to protect the privacy of the children and families we serve.

Tax ID# 94-2295953

Contributors: Lisa Alegria, Daniel Lakin, Rachel Lepold

Produced by Ocean & Mountain

Designed by Melissa Zalinski

Since our founding more than 150 years ago, Uplift Family Services has produced innovative programs based on the best available practices and research, consistently achieving transformative outcomes for the children and family members we serve.



Gabriel, 19 years old

From the moment Gabriel was referred to us, his main goal was to get his AA degree and maintain a GPA of 3.0 or higher. Prior to the shelter-in-place order, he would spend hours seeking in-person assistance with school assignments. With the transition to telehealth, he has adapted well to using video sessions and tracked changes on Microsoft Word to continue getting help with his schoolwork. He has also allowed the team to provide guidance with money management, staying on top of his medication schedule, and has independently kept up with doctor's appointments and grocery shopping. Gabriel remains proactive, doing whatever it takes to achieve his goals, and his team reports seeing great improvements.