

Pacific Clinics

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ANNUAL REPORT



Pacific Clinics
ADVANCING BEHAVIORAL HEALTHCARE

A Message from the President and CEO and the Chairwoman of the Board



*Susan Mandel, PhD
President and CEO
Pacific Clinics*

May Farr and I are so pleased to present this Annual Report to you on behalf of the Pacific Clinics Board of Directors and Foundation, our staff, and the consumers and families we serve. This year has been an exciting one for us in our commitment to serve our diverse communities and improve access for all those in need. Over the year, Clinics services have impacted the lives of more than 16,600 individuals from infants to seniors across five Southern California counties, including more than 9,100 children, teens and young adults, and many of their family members. We have supported more than 4,300 clients with housing and employment programs, and our targeted efforts have engaged at least 3,200 children and families from underserved communities in the region.

We celebrate our emphasis on wellness and recovery, acknowledging the achievements of so many of our programs and people. Some in this report have been singled out for their impressive longevity and others for excellence of service or creativity. In all our data and details, we emphasize our unswerving dedication to bringing about a healthier world. Accordingly, we are proud of our commitment to extending the lives of persons with mental illness via the collaboration with USC's Dr. John Brekke to develop our Peer Health Navigation program – an effort we believe is a harbinger of the future as we anticipate an expanded role as part of national healthcare reform.

One of the responsibilities of a community mental health organization is to give back to the constituency it serves. Even though the pages of this Annual Report offer many stories and photos exemplifying our essential programs and services, it is difficult to fully quantify the countless hours of education, consultation, advocacy, anti-stigma efforts and other resources we provide in our efforts to improve behavioral healthcare across our region.

There is so much to do and so many needs still not met. We hope that in the year to come you will continue to support Pacific Clinics through donations and sponsorship of our events. Whether you are a volunteer, a staff member, a family member, a supportive donor or a member of our collaborative community, we appreciate all you have done and look forward to working with you in the future. We cannot continue providing this good work without you, assuring that there is a world where wellness is possible for persons with mental illness, regardless of age, ethnicity, gender, religion or income level. You are an essential element in helping us expand that world.



*May Farr
Board Chair
Pacific Clinics*

WORDS OF WELLNESS...

The Pacific Clinics World of Wellness embodies various qualities, not the least of which is recognition of the importance of more effectively engaging and serving individuals and families in our region from a wide range of ethnic origins. You will find highlighted throughout this report words that convey the nature of what wellness and recovery mean to us – in English as well as in Armenian, Chinese, Filipino, Korean, Vietnamese and Spanish – just a few of the many cultures we welcome and celebrate among our staff and consumers here at the Clinics.



IF YOU SEE THESE

Wellness

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Awards Puts Spotlight on Pacific Clinics Achievements

1 Congressional Award: Honorable Judy Chu named Pacific Clinics' Asian Pacific Family Center (APFC) as a co-"Non-Profit of the Year" during her second annual DiverCities Award event. APFC was nominated by Clinics friend Maria DeRosa of Picasso's Cafe and Bakery in Irwindale. Familiar with the Center's work in her district, Congresswoman Chu recognized APFC's outstanding professionalism, its commitment to the community and dedication to improving the quality of life of residents.

2 Housing Efforts Hailed: At Los Angeles County's Fourth Annual Housing Institute Conference, Pacific Clinics' Portals Division was recognized for its outstanding efforts to secure housing for consumers age 60 and older. Portals' programs in Los Angeles were cited for fielding outreach personnel in the Central and South Central area who visit Skid Row streets, parks, and freeway underpasses to engage and share information with homeless mentally ill seniors and others. Portals staff and consumers also took part in the 2011 and 2012 United Way HomeWalk events.

3 Mr. C's Wellness Journey: An APFC CalWORKs client was the winner of an Outstanding Personal Achievement award for 2011 from the Los Angeles County Department of Mental Health. "Mr. C" had had many mental and physical health challenges throughout his life. After immigrating to the U.S. as a child, he had lived a life of poverty and neglect. As an adult, he encountered problems running a business when he became hampered by various injuries and ailments. Mr. C's wife



also developed a psychiatric illness after childbirth; he was also caring for a nearly-blind older daughter, a son with a speech delay and the baby. He continually felt angry and hopeless, often resorting to injuring himself and even considering suicide. After some months of treatment at APFC, Mr. C was able to restore hope and strength to his life, and resume working. The APFC CalWORKs program staff was presented with the award on his behalf, as he was reticent to accept it.

4 Clinics Children's Intensive Outpatient Programs' Vicki White, LCSW, was presented with the "Spirit of Goldstein" award by the California Institute of Mental Health, named after the creator of Aggression Replacement Therapy, because of her outstanding use and teaching of the ART "best practice" at Pacific Clinics.

5 Clinics Administrator Honored: The American Psychological Association's Society for the Psychological Study of Ethnic Minority Issues presented its Emerging Professional Award to Clinics psychologist and APFC program director Michi Fu, PhD, "for her outstanding contributions in service to the field of ethnic minority psychology and ethnic minority communities." Dr. Fu also worked with the APA on its August 2011 Journal issue, which featured a photo of the APFC Rosemead site on its cover. ■

Giving Back to Our Communities

Acceptance

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Young Clients Learn by Helping Others Inspired by the commitment of their Pacific Clinics program staff to the importance of giving back, a group of school-aged clients ages five to 15 from the Pasadena school district's Focus Point Academy in Altadena were also able to learn a lot when they took a field trip to Los Angeles' Skid Row. The youngsters weren't sure just who and what they would encounter there but, as they handed out the sandwiches they had prepared, along with water and hygiene kits, they learned that many of the stereotypes about homeless people were not true.



Pacific Clinics once again became a **\$1500 Sponsor for the October LA County NAMIWalks in Santa Monica**, with the theme "Changing Minds One Step at a Time." More than 90 staff, consumers and supporters from various Pacific Clinics administrative and clinical programs either walked or contributed, doubling the Clinics'

individual contributions from the prior year for this regional stigma-reducing and fundraising effort by the National Alliance for Mental Illness. Pacific Clinics continued to provide office space free of charge to the San Gabriel Valley NAMI organization in its east Pasadena location.



Irwindale Transitional Age Youth Hope Center members volunteered for a much-appreciated beautification project at the Baldwin Park Animal Shelter in summer of 2011. The TAY brought and planted new flowers in a sparse garden area of the Shelter that holds a play area for children.



The Pacific Clinics Ventura Transitional Age Youth (TAY) Tunnel wellness center program in Oxnard released a compelling new video and began new community-focused outreach and education activities during 2012. One was a pilot project with the Ventura County Sheriff's Department at a jail in Santa

Paula to engage and serve TAY inmates ages 18-25, providing peer support, goal development and other mental health services. Staff also collaborated with Ventura County's Transitions program to share expertise within a 40-hour Crisis Intervention Team (CIT) training program and appeared at a May statewide conference sponsored by California Mental Health Advocates for Children.



Consumer members of the El Camino Client Run Center in Santa Fe Springs participated in an ongoing program called "Operation Christmas Child" filling shoe boxes with toys & hygiene items for underprivileged children throughout the world. In addition to the joy they felt by volunteering, some of the members were inspired to set a goal of going back to work and/or school. The members helped keep the spirit of giving alive closer to home by putting together donations for needy youth from the Clinics' Latino Youth Program, as well as filling three bins with food, clothing and toys for the Fred Jordan Mission. ■

Integrated Programs Promote Longer and Healthier Lives

1 Health Navigation Project

Featured: Pacific Clinics continued its collaborative work in 2011/12 with USC Social Work professor/researcher John Brekke, PhD, to expand **integrated healthcare efforts** and train staff to be Health Navigators. Dr. Brekke initiated the pilot effort that resulted in the training of more than 20 staff **Health Navigators**, many whose main job title is Peer Partner because of their “lived experience” with behavioral illness. The Peer Partners’ primary job is to perform mental health case management, but as Health Navigators they also encourage and assist clients in taking better care of their overall health, including arranging and accompanying consumers to medical appointments at providers such as URDC’s Bill Moore Clinic in Pasadena and Monrovia. Dr. Brekke’s work with Pacific Clinics was featured in 2012 in an article in the Pioneering Interventions research publication from the USC School of Social Work’s Hamovitch Center for Science in the Human Services, where Dr. Brekke is the Associate Dean. The publication’s front page features a photo of Dr. Brekke with Clinics Health Navigator and Peer Partner Lou Mallory, a former USC employee who now

works with young adult clients at the Irwindale Transitional Age Youth Hope Center.



2 Substance Abuse Prevention and Treatment: A pilot program with an integrated approach to overall wellness was developed in 2012 to focus on alcohol and drug use/abuse issues for Pacific Clinics Transitional Age Youth clients ages 16-26. The program will train staff at Clinics TAY programs in Pasadena, Monrovia, Rancho Cucamonga and Santa Fe Springs to better recognize and engage young adults using substances that may harm their overall health and impede their recovery. ■



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Community and Educational Outreach Events

1 Asian Pacific Family Center Prevention Services program made “SUMmit UP: Make A Difference” the theme of its **Third Annual San Gabriel Valley Youth Summit** in February 2012, presented in collaboration with other west San Gabriel Valley area Asian youth organizations. The event, which addresses youth issues through a day-long program of panels, speakers and other activities, strives to empower youth to become active in their communities – increasing their awareness of cultural diversity and social issues and promoting all aspects of well-being. The APFC program also sponsored the “Got Skills?! Talent Show, for the 13th time in May 2012, which brings youth together to compete with songs, dance and music in a family-friendly event that promotes healthy, drug and alcohol-free living.

2 Parent Education and Anti-Stigma Efforts: More than **30 moms, dads and other caregivers** completed a five-week-long **course on parenting at Montebello’s Eastmont Intermediate School**, one of many family-focused educational offerings presented by the Clinics’ southeast Los Angeles County-based Latino Services Division behavioral healthcare programs. Anti-stigma advocate and Clinics supporter Metta World Peace of the L.A. Lakers appeared on a panel at Eastmont with Pacific Clinics staff earlier in the school year to encourage parents and children to recognize and address mental health issues. The Clinics Asian Pacific Programs also offer a wide range of parenting classes in both English and Asian languages.



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Learning

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Community and Educational Outreach Events

3 Back to School Fair: Representative of Clinics' partnerships with other community agencies in the region to promote enhanced wellness and effective living, Monrovia Family Services' staff participated in a highly successful **Back-to-School Health and Resource Fair** at Arcadia's Santa Anita Racetrack.

4 Resources for the Homeless: The Annual Passageways **Homeless Connect Day** event has welcomed a growing number of providers, donors and supporters each year to offer a wide range of resources and services to help the region's homeless survive, get help and get off the streets. The resource fair that began several years ago as a solely Pacific Clinics endeavor is still facilitated in the Pasadena area by the Clinics' collaborative Passageways Homeless Multi-Service Center program. Other Clinics programs in neighboring counties such as San Bernardino also participate in regional Connect Day efforts.



5 TAY Resource Fair: The Irwindale Transitional Age Youth HOPE Drop-in Center held its first Connections Resource Fair, attended by about 70 TAY from PC's own programs, the community and other agencies. Space for the fair was generously donated by longtime Hope Center supporter Southern California Edison at its Irwindale-area Energy Education training site. The event received support from other members of the Irwindale Chamber of Commerce including Vulcan Material, Roly's Trucking Inc., and a longtime contributor to the program, Picasso's Café and Bakery. ■

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Advocacy

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2011/12 Anniversaries Add Longevity to a

From Our Multicultural Services...

1 Asian Pacific Family Center was 25 in 2011! The San Gabriel Valley-area program, which addresses the unique behavioral health issues of the immigrant Asian/Pacific Islander (API) population, held an afternoon reception at its Rosemead site to celebrate its 25th anniversary. Staff welcomed community partners from various school districts, municipalities and legislative districts (such as State Senator Ed Hernandez), as well as consumers and family members from youth prevention/early intervention through older adult and clubhouse programs. Staff and consumers alike gave presentations about what the Center's work meant to them, and the guests received unique handmade gifts representing the various Asian and Pacific Island cultures served at the site. Also in 2011, APFC East celebrated its 15th anniversary with a Rowland Heights event, doing what it does best – helping East San Gabriel Valley residents improve and enhance their family relationships. The Saturday community mental health and resource fair was attended by more than 250 children and parents from APFC programs and the community.

2 Pacific Clinics Latino Conference's Quincé Anos (15th year) was celebrated on May 15, 2012, with the theme "Promising and Best Practices for Latinos Yesterday, Today and Tomorrow." Among the highlights of the day-long program was a three-member panel from the Clinics' Anti-Stigma Group, which consists of staff, family members and consumers who have experienced behavioral illness. Consumer members have undergone training through Toastmasters International to be able to go into the community and speak about their experiences. Receiving a standing ovation was a presentation by the Coordinator of the Clinics' Client Run Center in Santa Fe Springs – Annette Holguin – who shared her story about struggling with bipolar disorder beginning in her teens and how she has since been able to achieve recovery and employment success.

3 The Latina/o Youth Program (LYP) marked its 10th year of service with a luncheon for its staff and supportive community members. The celebration, hosted our agency's Vice President of Latino Program Development Luis Garcia, PsyD, especially honored Congresswoman Grace Flores Napolitano, whose determination to help deter high rates of suicide among adolescent Latinas was instrumental in early federal funding for the school-based counseling program. Beginning at five secondary schools, over the years the program, now based in Whittier, has expanded to serve girls and boys of various ethnic backgrounds and their family members at 16 campuses in the southeast Los Angeles County area.



Diversity
diversidad

Wide-Ranging List of Accomplishments



...to Consumer, Staff & Program Celebrations

4 Pacific Clinics' annual M.I.L.E.S. (Mental Health/ Law Enforcement Systems) Conference marked its 20th anniversary in October 2011, presenting "When Sex is a Crime: Predators and Their Victims" by well-known former Los Angeles County Deputy District Attorney Robin Sax. The Conference, which is fully funded by the Clinics and offered free to law enforcement and mental health professionals across Southern California, honored L.A. County Superior Court Judge Michael Tynan with a Visionary Leadership Award, and gave its annual Extra M.I.L.E.s Award to the County's Department 95 Mental Health Court Sheriff's Personnel.



5 Santa Fe Social Clubhouse in Yucca Valley and Central Valley F.U.N. Clubhouse in Rialto, which serve San Bernardino County adult consumers, both celebrated 10th Anniversaries in 2012. The two clubhouses also led the honors at the San Bernardino County Behavioral Health Department's annual "Evening with the Stars" celebration in May. The Yucca Valley Santa Fe Clubhouse was cited for the "Contract Agency of the Year" award, and a member of the Rialto Central Valley Clubhouse was named the county's top Peer Advocate.



6 Pacific Clinics Quality Assurance Board (QAB), a representative group of consumers from the agency's adult services programs, celebrated its **15th year**. In 1996, it was unusual for a mental health agency to bring together client and family member representatives and involve them in the planning and decisions about the way services were provided to them, their relatives and their peers. Since QAB was initiated, its members have grown into remarkable leaders and mental health advocates, gone to work in behavioral health and other fields and, above all, have greatly influenced the nature and quality of the services they receive.



7 The agency's festive December 2011 **Holiday Reception celebrated several staff milestone anniversaries, including the agency's first 40-year employee: Diane Schultheis**, now a Divisional Assistant, joined the (pre-merger) Portals House organization when it, as well as Mrs. Schultheis, was quite young. She has held various support staff positions with Portals over the years and continues to be a stalwart presence and valued member of the now-Pacific Clinics/Portals Los Angeles Divisional Office staff. ■

Pacific Clinics Program Initiatives for 2011/12



1 El Monte Centro Familiar:

A new Northeast Valley Division program to better serve Latino children and families in the El Monte area opened in late summer of 2011. Program staff appeared at their first community event in September 2011 – an annual Job/Resource Fair sponsored by the El Monte-Rosemead Adult School District – to start introducing the program and themselves to the community. The outreach-focused staff, which also wishes to attract families needing services to their offices, is moving in 2013 to a storefront location in the Valley Mall area of El Monte.



2 TAY Peer Engagement Project:

A focus of Pacific Clinics over the past few years has been expanded services for Transitional Age Youth ages 16-26, many of whom are homeless or at risk of homelessness along with having mental health and/or substance abuse issues. This new effort expands staff outreach into the community to get the word out about Clinics TAY services and help dispel stigma attached to seeking mental health services for this population. ■

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We have made every effort to acknowledge anyone who made a donation to Pacific Clinics between July 1, 2010 and June 30, 2011. If your name is not listed or is incorrect, we deeply apologize. Please contact us at (626)254-5023.

2011-2012 FINANCIAL DATA

Statement of Activities and Changes in Net Assets

(Fiscal Year Ending June 30, 2012)

REVENUES

Grants and Contracts	\$82,635,452
Federal Awards	4,654,748
Contributions & Restricted Grants	507,557
Other	155,185
Investment Income	37,841
Gain on Sale of Assets	221,845
Lease Income	4,755
Client and Third-Party Revenue	143,137
TOTAL REVENUES	\$88,360,520

EXPENSES

Program Services	\$72,269,247
Supporting Services	15,986,672
TOTAL EXPENSES	\$88,255,919
CHANGES IN NET ASSETS	104,601
NET ASSETS, BEGINNING OF YEAR	4,044,278
NET ASSETS, END OF YEAR	\$4,148,879

Statement of Financial Position

(Fiscal Year Ending June 30, 2012)

ASSETS

Cash and Cash Equivalents	\$12,527,031
Contracts and Other Receivables	3,050,595
Prepaid Expenses, Deposits and Other Assets	1,573,964
Property and Equipment (Net of Accumulated Depreciation)	8,584,764
TOTAL ASSETS	\$25,736,354

LIABILITIES

Accounts Payable	\$2,752,164
Accrued Liabilities	9,819,716
Current portion of Long-Term Liabilities	347,960
Total Long-Term Liabilities	8,667,635
TOTAL LIABILITIES	\$21,587,475

NET ASSETS

Unrestricted	\$3,929,129
Temporarily Restricted	219,750
TOTAL NET ASSETS	\$4,148,879
TOTAL LIABILITIES AND NET ASSETS	\$25,736,354

Training Programs Enhance Work Opportunities & Professional Development



The **Pacific Clinics Training Institute, known as PCTI**, has established a strong presence in the behavioral health arena and positioned itself as a leading choice for behavioral healthcare professionals for professionals in related fields, consumer advocates and members of the community. During FY 2011-2012, **a total of 1,382 participants** attended trainings at PCTI; 65% were internal (Clinics) participants and 35% external participants. More than 100 of these participants took a timely **Mental Health First Aid** course that was initiated in 2011 by PCTI. An additional 79 internal registrants and 406 external registrants were conference attendees at / PCTI-sponsored events such as the annual Pacific Clinics Latino and M.I.L.E.S. conferences both held in San Gabriel, and the 2012 Association of Women in Psychology Conference held in Palm Springs. Statistics reflected an **overall participant increase of 32%** from the previous year.



Pacific Clinics' Mental Health Worker Para-professional Training Program with Pasadena City College celebrated the graduation of its **22nd Adult and third Transitional Age Youth classes** during a summer 2012 event at Pasadena City College. The Adult class's 34 students successfully completed the 10-week long study course and, except for one, served their 48 hours of field training at Pacific Clinics sites. The Transitional Age Youth class graduated 31, several of whom were sponsored by and served internships at agencies or organizations other than the Clinics. The Adult students received a training module on benefits establishment and TAY students were provided with a Health Navigation component as part of the course. Several graduates of the adult and TAY Mental Health Worker trainings have become Peer Partners at Clinics' programs and are able to provide Health Navigator services to their clients.



Nursing Students Study Our Programs: The first ever clinical rotation by Registered Nursing (RN) students from Pasadena City College's four semester-long accredited RN program took place last year at Pacific Clinics' Pasadena Family Services. Nursing students customarily spend their rotations in hospitals or other healthcare facilities, but rarely in outpatient behavioral healthcare programs. As a result of this program, the nursing students were able to observe how a behavioral healthcare clinic operates, which served to dispel many of their previous misconceptions about mental health clients and treatment. This type of collaborative program also opened up staffing potential for Clinics integrated care programs, with the employment of experienced registered nurses becoming a possibility.

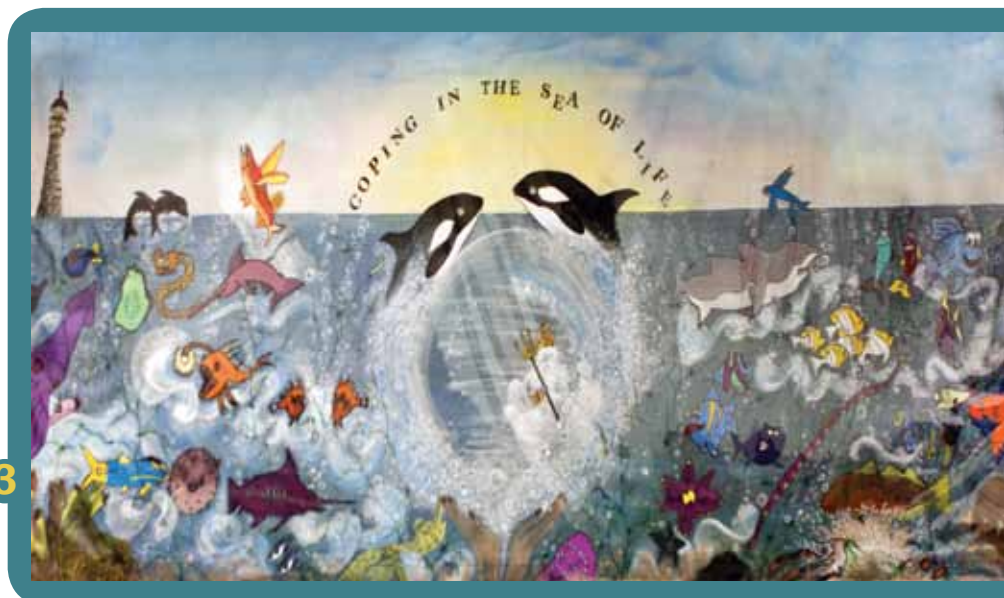
Client Progress and Talents Highlighted at Program Events

1 Celebrating “Womanhood” Also Breaks Down Employment Barriers. A series of four monthly half-day workshops were conducted at the **Clinics’ Sierra Family Center** in both English and Spanish for female clients who struggle with mental health issues that are barriers to employment. The workshops’ goal was to identify and enhance the strengths and positive aspects of being a woman that would best prepare the participants for entering the workforce and succeeding with their vocational goals. An ongoing group art project engaged each participant in designing and decorating a quilt piece that was displayed during the final workshop. It now hangs in one of Sierra’s main hallways as a reminder of the women’s hard work, their learning and growth experience, and their reflections on womanhood.



2 The West Valley Intensive Services Division’s **Collaborative Arts Project** was formed by a group of PC West Valley Intensive Services Division program members and staff from several sites who came together to explore the creative arts and how they impact personal and collective recovery. To celebrate May is MH Month 2012, the Project presented two special events that showcased some of its participants’ accomplishments in music, creative writing, spoken word and art.

3 The Clinics’ **Family Outreach Programs** in Covina welcomed guests to their first Open House in May, and featured an enormous consumer-created mural titled “Coping in the Sea of Life”, a photo of which was later featured in a state Mental Health Services Oversight and Accountability Commission publication that highlighted consumer artwork.



Pacific Clinics
800 S. Santa Anita Ave.
Arcadia, CA 91006
(626) 254-5000
www.pacificclinics.org