

Pacific Clinics

2013-2014 ANNUAL REPORT

www.pacificclinics.org



88
Years

Rebuilding Lives
One Client at a Time

Advancing Behavioral Healthcare

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



Susan Mandel, PhD
President and CEO



Zaven Kazazian
Chairman 2013-14

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 our 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.

REBUILDING LIVES

...One Client at a Time

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.



ONE CLIENT AT A TIME



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 Wood 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.

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.





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.

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)

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

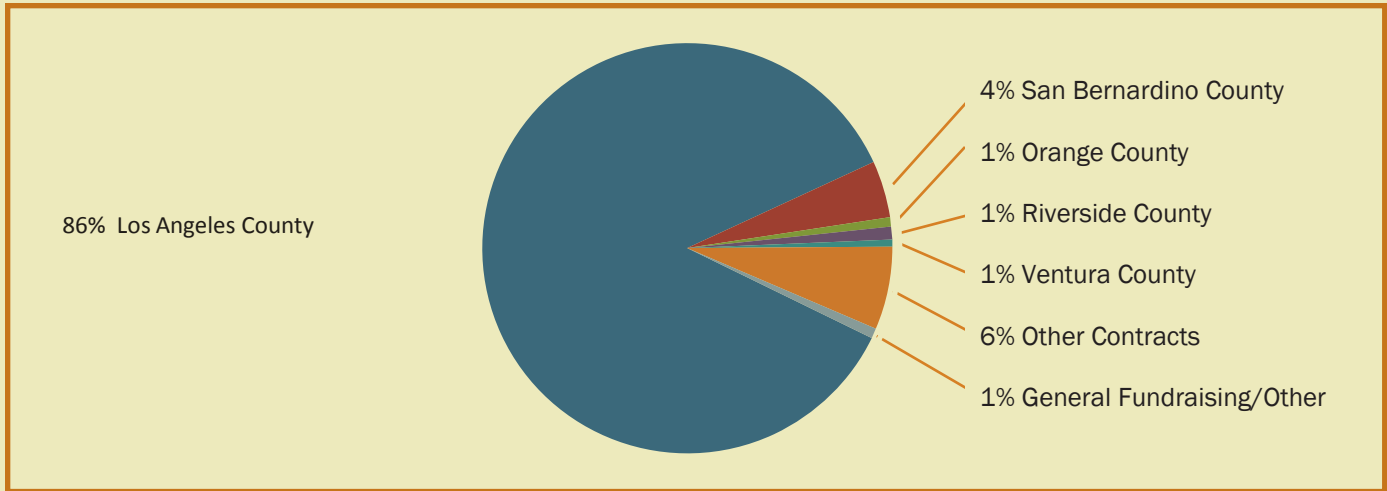


Latino Conference



Homeless Connect Day

Revenue by Source



STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

Revenues	
Grants and Contracts	\$ 85,930,064
Federal Awards	9,487,639
Contributions	361,150
Investment Income	136,269
Client and Third-Party Revenue	300,540
Lease Income	8,172
Net Assets Released From Restrictions	291,279
Other	204,444
TOTAL REVENUES	\$ 96,719,557
Expenses	
Program Services	\$ 77,901,744
Supporting Services	18,776,210
TOTAL EXPENSES	\$ 96,677,954
CHANGE IN UNRESTRICTED NET ASSETS	\$ (29,916)
CHANGES IN NET ASSETS	\$ 11,687
NET ASSETS, BEGINNING OF YEAR	\$ 4,342,265
NET ASSETS, ENDING OF YEAR	\$ 4,353,952

STATEMENT OF FINANCIAL POSITION

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

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Pacific Clinics
ADVANCING BEHAVIORAL HEALTHCARE

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.

Pacific Clinics

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