

CELEBRATING
90 years

Pacific Clinics
ADVANCING BEHAVIORAL HEALTHCARE



*Transforming
Lives Since
1926*



**2016 COMMUNITY
IMPACT REPORT**

Looking back on the past 90 years...



Pacific Clinics has transformed lives for 90 years. Founded in 1926 in Pasadena, Pacific Clinics now provides services in over 60 locations across Los Angeles, Orange, San Bernardino and Ventura Counties. Our free or low-cost services support individuals and families throughout the lifespan, including children, youth, transitional age youth, adults, and older adults. We serve over 24,000 clients annually.

We pride ourselves in developing and delivering community-based, culturally sensitive programs for hard-to-reach populations through a highly trained staff of over 1,100 who are reflective of the communities we serve. Over the decades, we've continually evolved to meet the emergent needs of our expanding, diverse community.

We live our mission of advancing behavioral healthcare everyday through our comprehensive continuum of services, through our advocacy at the state and federal levels on policies that impact mental health and other services that affect our clients, and through our training to ensure behavioral health professionals are prepared to offer the latest evidence-based treatments.

Thank you for supporting our work and our journey – from collaborative partners to funders, concerned community members to donors. Your involvement has changed the lives of millions.

...And setting the direction for the future



James J. Balla, MBA
President & CEO



Gregory A. Bowman, EdD
Board of Directors, Chair

“Join us in making the journey to recovery and wellness possible.”

Over the past 90 years, Pacific Clinics has provided life-changing and life-saving services to generations of Californians – representing the richness of the region’s culturally and ethnically diverse populations – transforming the lives of over 24,000 individuals each year. Today, as we look ahead to what the next decades will bring, Pacific Clinics envisions organizational growth to continue to improve the quality of life of men and women with severe mental illness and children with serious emotional disturbances.

We will accomplish this through a continuing commitment to strategic thinking and planning, as reflected in Pacific Clinics’ new 3-Year Strategic Plan: PC 2020. The Plan – being developed in a period of significant changes in the healthcare landscape – will establish our mission-driven, consumer-centered programs and multicultural services, delivered through evidence-based practices and monitored by measureable outcomes. Strategic initiatives for the future include:

- Focusing on whole person care by improving the integration of behavioral health and physical care
- Ensuring a continuum of care across a full range of ages, cultures, languages and ethnicities
- Addressing mental health and substance use disorders concurrently
- Growing our services to address the significant homeless population in our service areas
- Delivering high quality early childhood education programs through classroom excellence, parent engagement and supportive services

- Expanding public policy and advocacy efforts to support the best interests of our consumers and our organization
- Establishing strategic collaborations, partnerships, and alliances that advance our mission and impact

As you peruse this Special 90th Edition 2016 Community Impact Report, you will note highlights of the many accomplishments Pacific Clinics has realized over our rich history. These accomplishments would not have been possible without the dedication of our Board of Directors and community volunteers, the generosity of our donors, and the commitment of our most valuable asset: our team of talented professionals. We are incredibly proud of our staff and their valuable knowledge and skills which span the breadth of our systems of care in physical health, behavioral health, substance use and addiction, and early childhood education. Moreover, we are truly humbled by their dedication. They work tirelessly and go above and beyond each day to serve our clients and support them in their individual and personal journey to recovery and wellness.

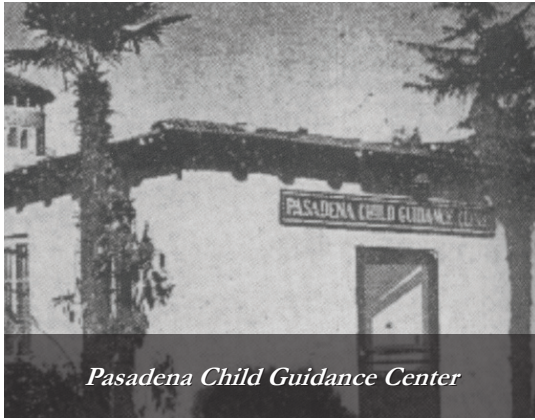
Advancing Pacific Clinics into the future, we invite your continued support as we work together in transforming the lives of men, women and children in Southern California, giving them encouragement and hope on their road to recovery.

Warm regards.

PACIFIC CLINICS

CELEBRATING
90 YEARS

Timeline Highlights



Pasadena Child Guidance Center

1926 | First Clinic Opens

Our first clinic opens in Pasadena as the Pasadena Child Guidance, a satellite of Los Angeles Child Guidance Center.

1973 | Adult Services Launches

The first Adult Services counseling program begins. We have treated tens of thousands of clients to date.

1987 | Rebrands as Pacific Clinics

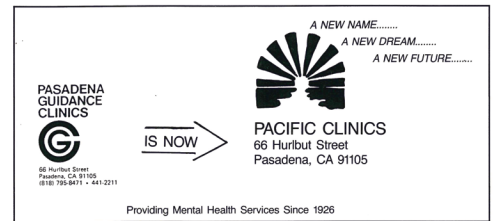
The new name better reflects broader services for all ages.



*James Balla, Susan Mandel,
Joe Santoro and Chief Jim Smith*

1991 | First MILES Conference

Pacific Clinics hosts the First Annual MILES (Mental Illness and Law Enforcement Systems) Conference to bring together law enforcement and mental health professionals to create better solutions for police officers interacting with mentally ill individuals in the field.



1920

1950

1970

1980



Intern Class of 2013-2014

1956 | Intern Training Program Launches

Annually, we now train over 100 nursing, psychology, social work, and marriage and family therapy students, interns, trainees and peers. Our training program, which serves bachelors, masters and doctorate level interns, is nationally recognized. We have trained 2,000 mental health professionals to date.

1986 | APFC Opens

The Asian Pacific Family Center opens to serve the diverse needs of extended Asian communities. Now celebrating its 30th anniversary, APFC serves over 3,000 clients annually.



1995 | Dual Diagnosis Services Begin

Integrated services begin to address co-occurring substance abuse and mental health illness.

1989 | Employment Services Begin

Pacific Clinics partners with the LA County Department of Mental Health and the Department of Rehabilitation to begin offering employment services. Our flexible services meet client needs and support them in securing jobs, which helps them achieve a sense of wellness in their recovery journey.



Elijah prepares for a job interview

1996 | Homeless and Housing Services Begin

Passageways Homeless Multi-Service Center opens in Pasadena to house homeless individuals while they receive mental health counseling and substance abuse treatment services. We have since evolved into a full housing services department operating seven housing facilities and contracting with 18 partners.



1996 | PCTI Opens

Pacific Clinics Training Institute opens to provide training and education to mental health professionals, para-professionals, and the community. PCTI has trained over 20,000 individuals to date.



2004 | Mental Health Services Act (MHSA)

Pacific Clinics shapes the language of and helps to pass Prop 63/Mental Health Services Act. MHSA addresses broad prevention, early intervention, and service needs, and the training, technology, and infrastructure necessary to support the system.

2013 | Head Start/Early Head Start Launches

Mental health issues are often rooted in early childhood. Pacific Clinics expands to support young children ages 0-5 through Head Start and Early Head Start, where we screen all students for mental health issues and refer them to appropriate services within our organization. We have served 2,000 children to date.

1990

1996

2000

2016

1998 | Multicultural Programs Launch

Hye-Wrap, a school-based initiative, launches to engage Armenian youth in Glendale to heal their trauma from war. We now treat 400 clients annually.

Latino Family Center opens to provide wrap-around mental health and support services to children with behavioral health issues and their families. We now serve 800 clients across 31 schools each year.

Transitional Age Youth program launches to serve youth ages 16-25 transitioning from the foster care system. We provide them with support services, job training and skills-building necessary for independent living. In 2016, we served 5,000 youth.



2007 | Pacific Clinics and Portals Merge

Portals, a psychosocial rehabilitation agency serving South Los Angeles, merges with Pacific Clinics to provide more comprehensive care throughout the greater Los Angeles area.

2014 | Health Navigation

Pacific Clinics launches an innovative program to empower individuals with mental illness to self-manage their healthcare. 24 full- and part-time Health Navigators are now integrated into our Wellness Centers and programs to support this independent life skill.

2016 | 90th Anniversary

Pacific Clinics celebrates 90 years of changing lives. Pacific Clinics operates 60 sites across 4 counties and serves over 24,000 children, adults, and older adults annually.



“Everyone has a purpose in life and we are here to help our clients fulfill their goals.”

- Diane Schultheis, Pacific Clinics/Portals employee for over 45 years

Enhancing Client Lives through Specialized Programs

Pacific Clinics proudly serves individuals throughout the lifespan. We provide specialized programs for each age group to address specific needs and challenges unique to where clients are in their life. We offer:

- Children & Adolescent School-Based Initiatives
- Transitional Age Youth (ages 16-25)
- Adults
- Older Adults
- Family Services

We also recognize the importance of providing culturally responsive services to support the diversity that makes our community so great. We are able to treat hard-to-reach populations through our:

- Asian Pacific Family Center
- Latino Youth Services (specializing in suicide prevention)
- Hye-Wrap Program for Armenian Students
- South Los Angeles Community Connections Housing

As our service area expanded, we developed new programs to meet the emergent and changing needs of our clients:

- Dual Diagnosis Services (substance abuse and mental health services)
- Head Start and Early Head Start
- Housing and Homeless Services
- Wellness Centers
- Integrated Care (Health Navigation)

To live our mission of advancing behavioral healthcare, we launched two entities to ensure the sustainability of a highly trained workforce and of operational funds:

- Pacific Clinics Training Institute (PCTI)
- Pacific Clinics Foundation

On the following pages, we'll spotlight a few of these programs and share stories of real client journeys to recovery and wellness.



200

We provide services to over 200 campuses in Southern California

Children & Adolescent School-Based Initiatives

provides a range of mental health services to children and youth ages 0-21 years in over 200 locations.

Children's School-Based Initiatives

- We provide school-based mental health services to children and youth up to 21 years of age year-round, on campus or at home.
- Our multicultural services are offered in multiple languages including Armenian, Spanish and many Chinese dialects.
- We serve students across 200 campuses throughout Southern California.
- An estimated 20%* of children and adolescents need active mental health interventions and pediatricians are often unprepared or unable to diagnose or treat behavioral illness. Providing services at schools removes barriers to access treatment and counseling.
- Our services include:
 - Mental health counseling addressing emotional, behavioral and substance abuse issues that interfere with academic and social functioning in schools
 - Group sessions
 - Individual and family counseling to support families
 - Case management
 - Psychiatric evaluation and mediation support

Head Start/Early Head Start

- We launched our Head Start/Early Head Start programs in 2013-2014 to better support children's critical early development years.
- Our comprehensive early learning program prepares children for success in school through a fun, educational program.
- We offer free services to support the health and development of low-income pregnant women and infants and toddlers ages 0-5 years, including health screenings, nutritious meals, and connections to medical and dental services.
- We also provide mental health screenings and in-house referrals to behavioral health counseling.
- We serve over 800 children and their families each year.

**U.S. Surgeon General report on children's mental illness, 2001*



Two of our youth prevention programs have been approved as Community Defined Practices by the LA County Department of Mental Health under Prevention and Early Intervention.

Asian Pacific Family Center

provides culturally and linguistically appropriate programs and services to 3,000 youth and families in the San Gabriel Valley each year. We have supported the community for over 30 years.

The teenage years are difficult—teens are dealing with puberty, the stress of fitting in, and the pressure to get into a good college. Combine these challenges with depression, and suicide becomes the second leading cause of death for Asian Americans aged 15-34.*

Julie found high school stressful and didn't know how to cope with negative feelings about herself or how to get help. "My mom was always working -- she didn't realize how depressed I was," explained Julie. During her junior year, she attempted suicide. "I thought it would be better if I wasn't here," she said.

Following hospitalization, she was referred to the Asian Pacific Family Center for counseling. Counselors helped Julie and her mom overcome the stigma of mental illness and resolve cultural conflicts and linguistic differences. After three years of counseling, Julie has "learned how to look at myself and my friends in a different way. My mom attended counseling as well and now has a better understanding of my illness and how best to support me."

Today, Julie is a sophomore at a local community college working towards her dream of becoming a doctor.

*The client's name was changed to protect her privacy.
American Psychological Association 2007.

Services

APFC provides field-based and center-based prevention, early intervention, counseling, and treatment services in English, Cambodian, Cantonese, Mandarin, Chiu Chow, Toi San, Taiwanese, Korean, and Vietnamese. Services include:

- Outpatient mental health treatment for children, youth, adults, older adults and families.
- Outreach to schools and communities to engage youth, families, adults and older adults.
- CalWORKs for parents with mental health issues that are a barrier to employment.
- A Wellness program for adults.
- Prevention and Youth Development Programs including gang violence prevention initiatives, bicultural family support, substance abuse prevention programs in schools, and more.

Location(s)

Rosemead, City of Industry (services and languages vary by site)



800

Students served across
31 schools annually

Latino Youth Program

provides culturally competent and bilingual mental health services for elementary, middle, and high school-aged youth and their families.

The Latino/a Youth Program (LYP) promotes mental health wellness through outreach and engagement, training, and direct services. We focus on suicide prevention, substance use prevention or cessation, and anti-stigma campaigns to address the high-risk factors that can lead to suicide during the vulnerable adolescent years.

Our bilingual and culturally responsive approach builds on the strong family orientation of the Latino culture and involves families and communities in building mental health resilience. Our Latino staff understand the cultural nuances of the families we serve, and can address the various levels of acculturation within each family, which affects treatment.

To decrease barriers to treatment while increasing access to mental health services, we provide services at locations and times convenient to the program participants and their families, including schools, home, and other community locations, free of charge.

We provide over 1800 hours of trainings, presentations and other services each year to empower families to advocate for themselves with schools and social service agencies, and to take charge of their mental wellness.


Services

Our school- and home-based services focus on involving family and community strengths in a youth's treatment plan, and include:

- Individual and group therapy
- Tutoring/mentoring
- Mental health education (for parents, family members and school staff)
- Care management and home visits
- Community campaigns to end the stigma around mental illness and promote counseling

Location(s)

Santa Fe Springs, Whittier



959

Clients received
supportive housing
services in 2016

Homeless and Housing Services

provides supportive housing services to homeless mentally ill individuals to ensure they have a stable, safe place to live while accessing our specialized treatment and counseling programs.

“Peacemaker” Lloyd, as he likes to be called, proudly stands in his living room and proclaims, “Now that I have my own place, I feel happy. I feel free. My depression is gone!”

Thanks to Edwin, a Pacific Clinics Housing Specialist who advocated with the landlord, Lloyd moved into his new one-bedroom apartment in Los Angeles on December 23, 2016, after five years of being homeless and over two years of living in Pacific Clinics’ temporary housing. “It was my birthday and Christmas present!” he shares. “I like the space. It’s really nice and it’s in a nice community.” Lloyd’s housing certificate/voucher guarantees a one-year lease, and Edwin will continue to support Lloyd and the landlord throughout the year to resolve any issues.

“Lloyd’s been through a lot,” explains Edwin. “He was focused on working with our department so he was successful in getting a nice place that brings him happiness.”

After working as a security officer for 38 years, Lloyd experienced a nerve injury that left him immobile, costing him his job. He soon lost his car and home as well. He cobbled together sleeping arrangements at motels, churches and his car. In 2014, he met a Pacific Clinics Housing employee who connected him with housing support that changed his life.

Once settled, Lloyd will access training and job placement support from Pacific Clinics’ Employment Services.

Services

Without a stable, safe environment, recovery and maintaining housing are almost impossible. Pacific Clinics recognized the need to support the estimated 30%* of mentally ill homeless individuals in the greater Los Angeles area with comprehensive services. Since 2005, we have offered:

- Street outreach
- Temporary and permanent housing
- Housing certificate and voucher application
- Landlord advocacy
- Independent living skills development (such as budgeting and cooking)
- Permanent housing retention services (such as landlord and tenant mediation and eviction prevention)
- Referrals to substance abuse treatment and employment services
- Community integration

**LAHSA 2016 Homeless Count*



Health Navigation
improves health
and health-seeking
behaviors

Health Navigation Program

empowers clients with mental illness to self-manage their health and mental health care. We now have 24 Health Navigators embedded in 11 program sites and Wellness Centers.

“I was so messed up. Since I was a kid, I’ve wanted to commit suicide every day,” Brittany shares. By age 18, Brittany had aged out of the foster care system and was living on the streets. She had tried to commit suicide at age 14, but never received mental health treatment. She was eventually hospitalized and referred to the Portals division of Pacific Clinics for outpatient support following her discharge.

There, she began working with Dawn Montanez, a Peer Partner and Health Navigator. Dawn helps clients achieve fuller, more vibrant lives by improving their health and wellness. Dawn shares her own experience overcoming a mood disorder and substance abuse addiction with clients like Brittany to show that **recovery is possible**.

“Following initial intake to find out a client’s needs, I will schedule appointments for health, vision and dental care, which is often neglected while living on the streets,” Dawn explains. “I also assist clients with their application for eligible benefits and get them into housing so we can start working on their health and wellbeing. Many of my clients are fearful of doctors and dentists--it’s all new to them. I will accompany them to appointments, if needed, to teach them what questions to ask and to emphasize the importance of follow-up care. I tell my clients that anything is possible. I tell them to hold on to their dreams.”

“Dawn has gone out of her way to help me. I really appreciate all that she has done for me. She helped me find a one bedroom apartment with a nice little kitchen,” Brittany adds. Now that Brittany is in stable housing and is managing her health and mental health, she has hopes for the future again. “I’ve come a long way. I’m proud of myself and hope someday I can complete school.”

Services

We coach clients to:

- Successfully access and utilize health care services
- Develop health management skills
- Navigate primary and specialty care appointments
- Develop a follow-up care plan



20,000

Individuals trained
since 1996

Pacific Clinics Training Institute

develops a strong pipeline of highly trained mental health professionals.

Pacific Clinics Training Institute (PCTI) was established in 1996 to meet the professional development and continuing educational training needs of Pacific Clinics staff members, to advance the knowledge of the behavioral health workforce in the community, and to promote cultural diversity and cultural competency.

Training plays a key role in our work. Our training philosophy – providing real-life, practical approaches to education on relevant topics – allows our staff to better engage and support our clients in their journey to recovery. We use our own highly qualified staff members as well as outside providers – many of whom are nationally recognized experts in behavioral healthcare – to deliver culturally relevant and timely content.

PCTI embodies the Pacific Clinics motto of advancing behavioral healthcare by training the workforce to provide high quality care to clients. Innovative trainings are piloted at PCTI, such as the Health Navigator Certification Training Program and a new approach to providing supportive housing services for mentally ill individuals. We are committed to promoting effective practices in behavioral health care to help clients get better and stay better.

PCTI will continue to develop and train our workforce to be ready to support clients and their emergent needs. As we look to the future—a critical period in the delivery of integrated health care services—we will need a highly trained workforce to ensure that clients will achieve the vibrant lives they deserve.

Services

PCTI provides trainings to Pacific Clinics staff, as well as mental health professionals and peers from other organizations and the community at large. Each year, hundreds of courses are offered in over a dozen categories, such as:

- Clinical skills
- Licensure requirement
- Administrative skills
- Culturally responsive
- Evidence-based
- Consumer
- Supervision requirement
- Public education

Location(s)

Pasadena, Service Sites, Online

Thanks to you, we helped...

24,422 Men, Women and Children this Fiscal Year (2015-2016)

Our clients live fuller lives because they receive mental and behavioral healthcare, as well as housing, substance use treatment, community referrals, peer counseling, referrals to physical healthcare, family counseling, parenting classes, access to Head Start/Early Head Start, job training and so much more.



24,422

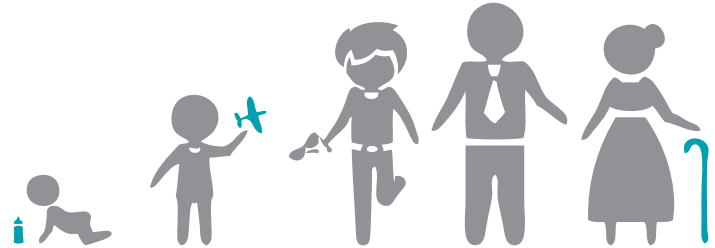
Children, youth, adults, older adults and families received services.



14

Number of languages our staff speak.

Age



8%
0-5
Years

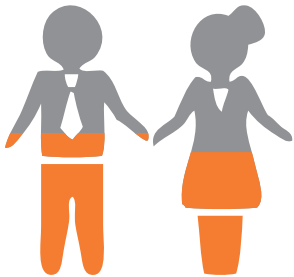
22%
6-15
Years

20%
16-25
Years

41%
26-59
Years

9%
60+
Years

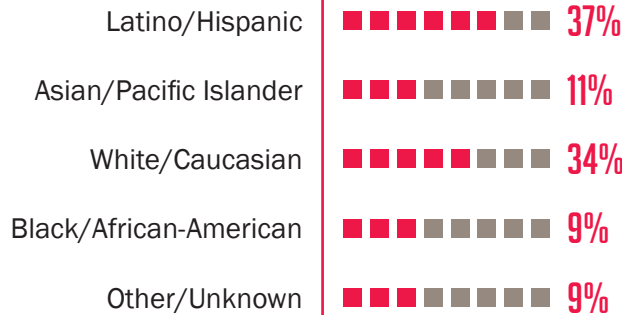
Gender



Male
51%

Female
49%

Ethnicity



2,270

Professionals received training through our training institute.



959

Individuals and families received supportive housing services. Many received referrals to programs.



2,964

Children were treated as part of the Prevention and Early Intervention (PEI) Plan, which identifies early signs of mental health issues.



428

People received Substance Use Disorder (SUD) Treatment. Hundreds more were referred to other agencies.



836

Children developed the skills they need to start kindergarten in our Head Start/Early Head Start program.

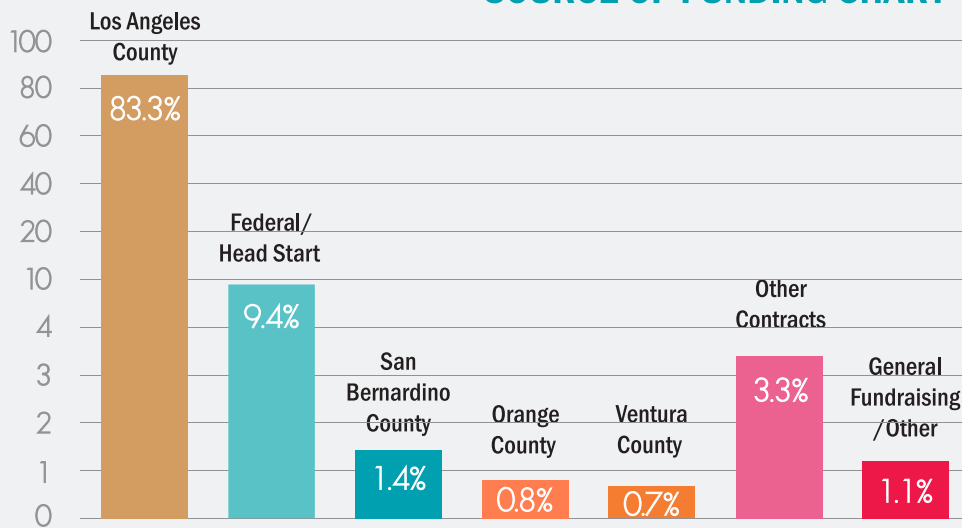
FY 2015-2016 FINANCIAL INFORMATION

To ensure seamless service to the community, Pacific Clinics has focused on diversifying our funding sources to strengthen our financial sustainability. In addition to grant contracts, we have increased our individual donations significantly, and plan to continue growing in this area. We are dedicated to leveraging our \$90 million annual budget effectively, and proudly report that **80% of our funding goes**

directly to programs while the remaining 20% supports the training, administration, and facilities needed to operate high quality programming. We also

advocate at the local, state and federal level for continued and expanded funding to support mental health and other services that impact our clients.

SOURCE OF FUNDING CHART



STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

Revenues

Grants and Contracts	\$	79,236,787
Federal Awards		10,335,321
Contributions		397,948
Investment Income		17,917
Client and Third-Party Revenue		283,286
Lease Income		100,546
Net Assets Released From Restrictions		236,135
Other		769,968
TOTAL REVENUES	\$	91,377,908

Expenses

Program Services	\$	72,977,371
Supporting Services		17,901,059
TOTAL EXPENSES	\$	90,878,430

CHANGE IN UNRESTRICTED NET ASSETS	\$	499,478
CHANGES IN NET ASSETS	\$	206,537
NET ASSETS, BEGINNING OF YEAR	\$	3,886,008
NET ASSETS, ENDING OF YEAR	\$	4,592,023

STATEMENT OF FINANCIAL POSITION

Assets

Cash and Cash Equivalents	\$	8,453,045
Contract and Other Receivables		1,754,801
Prepaid Expenses, Deposits & Other Assets		1,523,665
Property & Equipment		
(Net of Accumulated Depreciation)		11,081,833
TOTAL ASSETS	\$	22,813,344

Liabilities

Accounts Payable	\$	1,930,487
Accrued Liabilities		8,769,487
Contract Current Liabilities		573,501
Total Long-Term Liabilities		6,947,846
TOTAL LIABILITIES	\$	18,221,321

Net Assets

Unrestricted	\$	4,229,923
Temporarily Restricted		362,100
TOTAL NET ASSETS	\$	4,592,023
TOTAL LIABILITIES AND NET ASSETS	\$	22,813,344

Pacific Clinics' Fiscal Year is between July 1, 2015 and June 30, 2016.

WAYS TO GIVE

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www.pacificclinics.org

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Pacific Clinics
800 S. Santa Anita Ave.
Arcadia, CA 91006
Att: Development
Department

By Phone:

Contact James Jones
at (626) 254-5020

Consider Including Pacific Clinics in Your Estate Plan:

Contact James Jones at
jajones@pacificclinics.org

We have made every effort to acknowledge anyone who made a donation to Pacific Clinics between July 1, 2015 and June 30, 2016. If your name is not listed or is incorrect, we deeply apologize. Please contact us at (626) 254-5076.

\$100,000 and above

Blue Shield of California
California Community Foundation
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\$50,000- \$99,999

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