

2018 COMMUNITY IMPACT REPORT

The Journey Together to Positively Impact Lives



Pacific Clinics
ADVANCING BEHAVIORAL HEALTHCARE

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Photo: Evelyn and Patrick

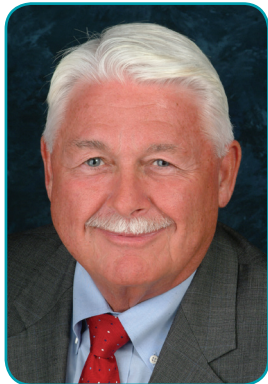
Writing poetry helped Patrick, a peer partner. He passes that gift on to clients like Evelyn by leading a creative writing group.

*I am strong
I will survive and conquer
I will fight by believing in myself
That I will be alright
I yearn to be free of darkness
And free to be Myself
Without Judgement and Stigma*

— Excerpt from Overwhelmed, a poem written by Evelyn, Pacific Clinics client



James J. Balla, MBA
President & CEO



Gregory A. Bowman, EdD
Chair, Board of Directors

Our Mission

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

A Joint Message from the President & CEO and Board Chair: Our Journey Together

Dear Friends:

We are pleased to share our 2018 Community Impact Report.

Pacific Clinics continues to be a leader in behavioral healthcare and early education, providing services to over 22,200 people across four counties in Southern California.

This past year, the Pacific Clinics team of over 1,000 professional staff has been working diligently to meet the mental health and educational needs of our community in various ways, including:

- Engaging clients with culturally relevant treatment programs and support
- Empowering individuals to overcome barriers and find gainful employment and safe housing
- Strengthening our holistic approach to care
- Diverting some of the most challenged people in mental health crises from costly emergency room visits and reducing recidivism
- Ensuring that infants and children at our early education centers and adults at our educational institutes learn and thrive in supportive environments
- Advocating for policies that support our clients, reduce stigma, and build awareness
- Bridging the mental health workforce gap through training programs and continuing education

In this community impact report, you will meet a few of the many courageous individuals who share their personal stories of hard work to achieve a higher quality of life. We are honored to highlight their milestones and join them on their paths to wellness.

While we are proud of our collective progress and achievements over this past year, we remain mindful that efforts to meet the region's increasing needs comes with challenges, and that we must be responsible stewards of the resources with which we have been entrusted.

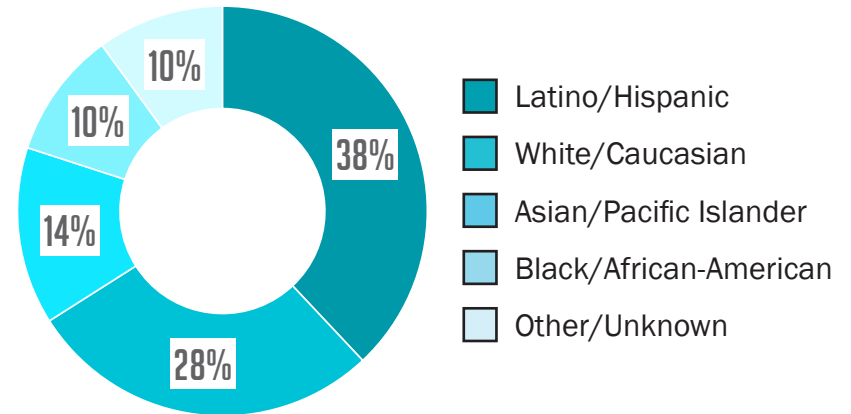
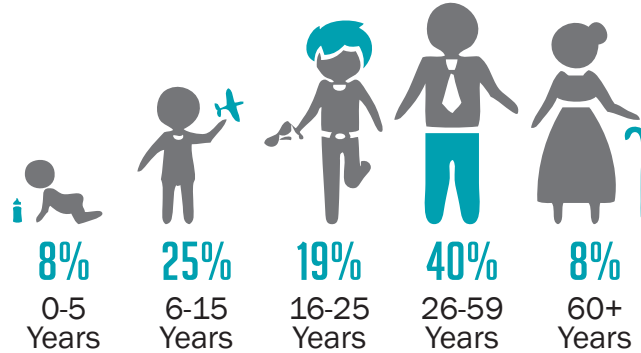
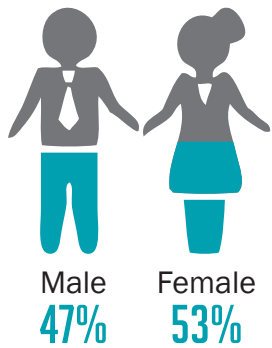
By carefully managing these resources, we ensure that our shared vision – in which everyone has the chance to lead a healthy, productive life – is fulfilled.

On behalf of Pacific Clinics, we offer our sincerest appreciation to you for being part of our journey. With your ongoing support, we continue to honor our commitment to build paths that uplift, serve, and strengthen our communities.

Warm regards,

Your support helps us...

...provide mental and behavioral healthcare to 22,232 people of all ages from diverse communities. Our professional, culturally competent staff support families and ensure that individuals receive age-appropriate treatment in a language they understand. We're also committed to bringing treatment to schools and underserved areas to help build stronger communities.



Children, youth, adults, and older adults received services



Schools where Pacific Clinics provides easy access to mental health services on campus



Languages spoken by our employees to provide treatment in a client's primary language



Psychiatrists, psychologists, therapists, nurse practitioners, support and administrative staff that serve our clients



Phone calls received through our Call Center from clients and individuals seeking help

...offer holistic supportive services that help families and individuals navigate their health needs, find housing options, get access to healthy meals, seek employment, and obtain transportation to access services. Our support programs are as diverse as the people we serve.



163

Clients received assistance from a health navigator during medical visits



1,155

Homeless individuals were supported with housing and placement services



301,612

Meals were distributed to feed low-income and homeless clients and children in our Head Start and Early Head Start programs



3,867

Clients received transportation services for mental and physical health appointments, support services and other vital appointments



175

Clients participate in employment service programs which include job development and preparation, placement, and follow-up support

...provide a variety of educational opportunities that train behavioral health professionals and mental health support staff, and help community members understand issues of mental health. In addition, our Head Start program invests in early childhood development by preparing children to be successful in kindergarten.



120

Trainings were provided through our Pacific Clinics Training Institute to behavioral health professionals, peers and community members



768

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



535

Adult students with lived experience attended the Recovery Education Institute to pursue certifications in the mental health field, college-credit courses, workshops and enrichment courses



126

Graduate students with degrees in psychology, social work and nursing completed internships and technical training at Pacific Clinics

Jacob and Rosa Get a Head Start on a New Life

Pacific Clinics' Early Education Program Addresses Trauma for Children Birth to 5

Jacob was a young boy when his mother, Rosa, escaped an abusive home and took him to live at a shelter for victims of domestic violence. Although Rosa was ready to make a new life for them, she was deeply concerned about Jacob. "He was emotionally traumatized from our custody battle and had shut down," she recalls.

Through a referral to Pacific Clinics' Head Start early education program in Glendale, Rosa found a caring and supportive environment for Jacob that helped him rebuild his confidence, improve his social skills, and overcome his trauma.

The emotional response to an extremely negative event, trauma can produce lasting physical and mental effects that, if left untreated, can increase the risk for chronic disease and a range of behavioral health problems.

In fact, failing to cope with the pain of trauma and negative experiences often leads people to do more harm to themselves, and their families, perpetuating the effects of trauma in their lives. This is especially true for children who experience chronic and repeated stress, which can affect their developing brains, damage their immune systems and even change how they respond to additional stress and trauma.

Stopping that cycle of harm and providing children with the resiliency to handle stress are critical to children's healthy development, which is why addressing childhood trauma early in life is one way Pacific Clinics is committed to helping young children and their families.

Teaching Children to Express Emotions

To support the emotional health of children, Head Start provides an array of programs and strategies that reinforce its core mission of preparing children for kindergarten. These include providing tools to help children manage their emotional health and assisting families with parenting skills.

For example, every child in the program is taught how to use five

feeling words: happy, sad, scared, mad, and calm. For Jacob, this helped him learn how to express his emotions.

The staff also work with children's families to identify and address their individual needs. "When I got to Pacific Clinics' Head Start program I was broken emotionally and physically," says Rosa. "They were there for us at a time when I really needed guidance and hope."

The Head Start program provided Rosa with parenting tools, showed her how to create healthier meals and supported her through the custodial court process.

"It was a long and stressful custody battle that created difficult times for both of us," says Rosa. "Pacific Clinics helped me so that I could be strong for my child."

The Happiness of Seeing a Child Succeed and Giving Back

When Jacob entered kindergarten in the fall he was more confident and able to make friends with his classmates. His teacher commented on how well Jacob was prepared for school, calling him one of her top students. She also reported that he has helped other children in his class adapt to starting school.

Rosa and Jacob's positive experiences with the Head Start program encouraged her to get more involved with Pacific Clinics.

"For me, seeing the benefits Jacob was receiving from the program made me want to be part of it and to give back. More than that, volunteering for Pacific Clinics gave me purpose when I needed it the most. They helped me regain my confidence," says Rosa.

Rose serves as treasurer on the Pacific Clinics Head Start Policy Council and has had the opportunity to represent the agency at conferences and while meeting with elected officials to advocate for Head Start.

"I am so blessed to have found the love and support I needed at Pacific Clinics," says Rosa. "Jacob and I wouldn't be where we are now without their help."



“I am so blessed to have found the love and support I needed at Pacific Clinics. Jacob and I wouldn’t be where we are now without their help.”

— Rosa

“When our early education clients start kindergarten, their teachers are sometimes surprised to learn that their students received behavioral health services. We know we have made a positive difference when kids in danger of being kicked out are blending right in.”

— Chris Leucht, PhD, Program Director, Birth to 5

Jacob at Pacific Clinics’ Head Start Site

A Safe Place for Dez to Be Herself

Providing Intensive Mental Health Treatment for Children and Youth

“When you come out, you risk not being loved,” says 16-year-old Dez. “But if you hold it in, you can’t be yourself. It’s a lose-lose situation. When you can’t be yourself, it feels horrible. You have to act a certain way and dress a certain way, pretending to be someone else. When I’m putting on an act, it hurts.”

Today, Dez is helping to create a safe place for other LGBTQ+ youth at Pacific Clinics’ site in Monrovia where she began receiving therapy at 5 years old. Knowing she was different made Dez feel scared and worried about fitting in at school. At the age of 13, she came out to her therapist.

“Pacific Clinics is helpful, caring, understanding and approachable. They make me feel cared for and important. They care about what I have to say,” says Dez, who is now open about her sexual orientation, despite feeling unaccepted at home and school. “When I’m having a bad day, they will listen and help me. Without Pacific Clinics, there would be a lot more fights at home and I wouldn’t have come out to my family.”

Practical and Effective Help

The Pacific Clinics site in Monrovia treats children ages 4 to 18 who require intensive services. Most of the children are at risk of hospitalization, losing their school placement and/or being removed from their home due to negative behaviors associated with trauma and mental health issues. Pacific Clinics is their last resort and is tasked with saving them from those serious consequences.

A unique aspect of the intensive treatment program at the Monrovia site is age-specific group therapy. “We use the group setting to observe their behaviors and social interactions to create treatment plans for individual and family sessions. We get a better idea of the depression or trauma they are experiencing, and the children begin to open up,” says Jesus Aguirre, a mental health counselor who leads several groups.

An important component of the treatment philosophy is helping children and families practice what they learn in a session by applying it to a possible school, social or home environment. “Our therapy rooms are constructed to simulate a home, kitchen or school setting, so they can transfer their new coping and calming skills to a real-world setting where they experience triggers,” explains Jesus.

Children are encouraged to attend group therapy sessions focused on specific and relatable issues and challenges. Some group topics include independent living skills, grief and loss, and Safe Dates for children who have experienced domestic violence or sexual trauma.

Dez Finds Her Voice Helping Other LGBTQ+ Youth

In the group therapy sessions, Jesus and other members of her therapy team noticed that Dez seemed to show empathy to others who were having a difficult time accepting help or participating in the activities.

As a result, Dez was asked to help develop a curriculum addressing teens who identify as LGBTQ+. “Dez was excited to share ideas and have her voice heard to help other LGBTQ+ students,” says Jesus. Dez’ therapy team felt that engaging Dez in this manner provided the chance to utilize her many strengths while helping others and exploring her own identity.

The curriculum they created focuses on the fears and anxiety LGBTQ+ teens face; how to identify the source of negative thoughts; and how to create a place where they feel welcome and safe and are comfortable talking openly. “Our goal is to help kids better understand themselves, find ways to cope and to help others who aren’t out yet,” says Dez. “It makes me feel good knowing that I’m going to be able to help other people.”



“Pacific Clinics is helpful, caring, understanding and approachable. They make me feel cared for and important.”

— Dez

“Our therapy rooms are constructed to simulate a home, kitchen or school setting, so they can transfer their new coping and calming skills to a real-world setting where they experience triggers.”
— Jesus Aguirre, Mental Health Counselor, Monrovia

Dez at Pacific Clinics’ Monrovia Site

Julian is Overcoming the Effects of Childhood Trauma

Drop-In Centers Provide a Safe Place and Services Tailored to Help Transitional-Aged Youth (TAY)

Julian was only 5 years old when he began experiencing abuse by his older sister, who gave him cigarettes that then triggered future addictions.

This incident and others changed Julian's life and created a spiral of self-harm. He began associating with gang members in high school and using meth, alcohol and marijuana. He would miss class, shoplift to get steal money from his mother to get drugs. Julian did manage to graduate and went on to junior college.

Julian Increases Drug Use and Becomes Homeless

At 18, Julian started using meth more regularly. "I just wanted to get high. I liked that feeling," Julian recalls. Soon after, he dropped out of school and his mother gave him an ultimatum: Stop using drugs or get kicked out of the home. He chose to be homeless.

Julian's drug use caused him to experience paranoia, and at 19 he was placed in a psychiatric hospital. It was the beginning of his sobriety. Because he was homeless, the hospital referred him to Pacific Clinics where he first received temporary housing.

He also received support for managing his mental health and medications and getting Supplemental Security Income (SSI) benefits.

His caseworker, Julie Lara, works with Julian to help him meet the goals he sets with his therapist. "With all our clients, any progress is good progress. It doesn't happen overnight. That's why we set measurable goals," says Julie. "Julian has improved in his daily living and social skills. I see him growing as a person and doing a lot more for himself."

The Drop-In Center Helps TAY Gain Independence

Transitional-Aged Youth (TAY), or older teens and young adults, who are homeless and suffer from mental health issues have particular challenges as they work toward gaining independence.

The Hope Drop-In Center in Irwindale is one of Pacific Clinics' two TAY centers that provide teens and young adults with support, healing and care. Along with providing mental health services, TAY centers offer supportive services such as housing, job training and access to food and showers that are tailored to meet the needs of young adults.

Julie says the center acts as a wonderful place for youth to practice their social and communication skills. The center has helped Julian learn how to deal with paranoia and to engage with others. While he was homeless, Julian was afraid to meet new people and became adept at putting up defenses, feeding his paranoia.

At the center, Julian can be himself and feel comfortable with who he is. His favorite group is art therapy. "When I'm feeling down, I love to draw. It's the best thing for me to do," says Julian.

"Without the Drop-In Center, I'd be on the streets, using drugs, or dead," says Julian. "I love it here. No one judges you. It helps me stay sober. When I come, I feel free ... I can just be me."

Reconnecting with Family and a Brighter Future

As Julian's mother saw him getting the support he needed and his transition to sobriety, she asked him to move back home. "She's proud of me, she's seen me change," Julian says with a smile. He continues to come to the center every day and has been sober for two years.

When Julian thinks about his future, he wants to help youth who are in gangs, on the streets, or using drugs. He wants to provide the same help he has received and make a difference in other people's lives.



“Without the Drop-In Center, I’d be on the streets, using drugs, or dead. I love it here. No one judges you. It helps me stay sober. When I come, I feel free ... I can just be me.”

— Julian

“Clients need a place to use what they learn, and Pacific Clinics provides that opportunity. Here they feel comfortable and interact with peer partners and other clients who also have mental health issues. It allows TAY clients to have their own space.”

— Julie Lara, TAY Caseworker

Julian at Pacific Clinics’ Hope Drop-In Center

Thao is a Shining Example of Overcoming Challenges

Pacific Clinics Uses a Holistic Approach to Treat Severe Symptoms of Mental Illness

When you meet Thao, it's hard to imagine this well-spoken, professional and friendly woman once suffered from debilitating mental illness.

Today, she works full time as the front desk coordinator and one of the managers of an upscale beauty salon. With 11 years of sobriety behind her, she is known for her positive spirit, hard work and friendliness.

"Pacific Clinics not only treats mental illness, they want to help find a solution. They want to see each client succeed, to spread their wings and fly," says Thao. "They helped me become what I am today."

A Traumatic Childhood

As a child, Thao didn't know how to talk about the sexual abuse she was experiencing by someone close to the family. She kept it a secret from her parents, afraid of her father's strict cultural discipline.

Her parents didn't know how to handle their angry, out-of-control daughter who continually pulled her hair out, and in desperation, they would lock Thao in a dark closet during major outbursts. "I heard and saw things that I thought were just a part of childhood," recalls Thao.

As a teenager, Thao turned to drugs to relieve the intense emotional pain caused by years of trauma and to deal with the symptoms of mental illness that she didn't understand. She also witnessed a horrific crime carried out by someone she knew and was arrested as an accessory after the fact.

In jail, Thao was diagnosed with both bipolar disorder and schizoaffective disorder and received medication that helped with her mental clarity. At 21, Thao returned home, but she refused her medications, putting her family at a loss for how to help. "I was in denial. I never accepted I had a mental illness," says Thao. "I put my family through a lot."

Treatment and Support Led to a Dramatic Improvement

It was Thao's probation officer who referred her to Pacific Clinics, where she began an intensive treatment program to stabilize her mental health. Thao's social worker, case manager and psychiatrist would visit Thao's home and slowly gained her trust.

Soon she graduated to the Pacific Clinics' Wellness Center in Pasadena where she received individual and group therapy as well as assistance with lowering the dose of her medication. She also sought advice from her doctor, nurse and peer counselor about employment once she was ready to look for a new job.

"I love this staff because of the way they interact with you and care about you. I looked forward to my sessions here," says Thao. "They really were my family. They were trying to give me the best, and it didn't feel like treatment. The therapy felt like I was hanging out with friends. It was really comforting."

Sharing Her Story and Giving Hope to Others

"I hope sharing my story will impact and touch other lives," says Thao. "I want to be a blessing to those whose paths cross mine."

Thao gives back to the community and for the last nine years, she and several friends have gone to Skid Row during the holidays to deliver socks and sandwiches to the homeless.

As part of her wellness routine, and because medications can make her tired, she exercises three to five times a week and encourages others on their road to recovery to workout.

She is proof that recovery is possible with treatment and support. Her dedicated team of mental health professionals and caring support staff guided her but her drive led her to wellness.

Thao considers herself a mental health advocate and has this advice: "It's OK to have a mental disability. Success and strength come from overcoming what seems to be impossible."



“Pacific Clinics not only treats mental illness, they want to help find a solution. They want to see each person succeed, to spread their wings and fly. They helped me become what I am today.”

— Thao

“At Pacific Clinics we understand that to treat someone living with mental illness, we have to understand all elements of health that affect the whole person. When people are really struggling, Pacific Clinics provides hope for them and the right people in their corner that can help someone make the transition to wherever they want to go.”

**— Shawn M. Caracoza, Executive Vice President
& Chief Clinical Officer**

Thao at Pacific Clinics’ Pasadena Wellness Center

Stephen Never Gave Up His Dream for a Better Life

Pacific Clinics' Program Provides Housing and Helps Parolees Achieve Personal Recovery Goals

There is a lot about Stephen's life that he just can't remember because so much of it was lost to substance abuse, which he used to cope with his mental illness.

Although he was diagnosed with a mental illness early in life, it wasn't until he was 47 that he sought treatment and became sober. And now at 67, he is starting a new life.

Stephen began drinking in high school. "I really don't know why I started," he said. This led to stealing and starting fights. He would sneak a bottle to school and drink during breaks. When he was a junior, he dropped out.

Throughout his life, Stephen had periods of sobriety, but he would always relapse. As a young man, he owned a carpet cleaning business that enabled him to support his family.

But, his inability to stay sober affected his success. "I just couldn't stop," he recalls. His abuse escalated to using and selling drugs. Throughout his adult life, Stephen lived in and out of jail and on the streets.

The Important Role Housing Plays in Recovery

It was while he was incarcerated that Stephen was diagnosed with schizoaffective disorder, bipolar disorder and multiple health issues. He was able to get treatment and completed a rehabilitation program before his release.

As part of rehabilitation he was referred to Pacific Clinics' program that assists parolees in achieving their personal recovery goals.

"The AB109 program is really needed to help people who have been incarcerated transition into the real world. It provides services that help them have a foundation to move on and face challenges in life," says Vanessa Davies, Stephen's caseworker.

Vanessa believes that housing is one of the first starting points for completing probation requirements. "The first thing I ask is, 'Where are you staying?' If we can get a roof over their heads, a place to shower, they'll come for the other services," says Vanessa. "Ninety percent of my case load are housed."

"Along with mental health treatment and housing support, Pacific Clinics clients receive help with benefits, getting their physical health issues addressed, education and employment services."

Treatment, Housing and Support Lead to Success

Although Stephen entered the program penniless, he was sober. As he began to adhere to his prescription medications and regularly attend counseling sessions, he began to improve.

"I just wanted to get my life back and a place of my own," he recalls. He was able to focus on his dream of living a better life, a goal that had eluded him for nearly 50 years.

It was Vanessa working with the Pacific Clinics housing specialists that helped Stephen get his Section 8 voucher approved so he could move into an apartment.

Pacific Clinics also helped him complete school applications, guided him on obtaining a job, offered employment to help rebuild his resume, and connected him with supportive programs to continue to keep him on track.

With counselors and support every step of the way, Stephen is accomplishing his dream of being sober and productive. "This has been the time of my life and I'm grateful," says Stephen. "Pacific Clinics put me on the right track. Without them, I would be lost. They gave me the opportunity to work and to get my mental health treatment."



“Pacific Clinics put me on the right track. Without them, I would be lost. They gave me the opportunity to work and to get my mental health treatment.”

— Stephen

“The AB109 program is needed to help people who have been incarcerated transition into the real world. It provides services that help them have a foundation to move on and face challenges in life ... For me, it’s rewarding to meet people where they’re at and help them transition into somewhere they would love to be.”

— Vanessa Davies, Case Manager

Stephen at Pacific Clinics’ Portals Site

HEAD START AND EARLY HEAD START REPORT

Pacific Clinics' Head Start and Early Head Start programs provide comprehensive early childhood education for at-risk children ages birth to 5 and are free to families who qualify.

The programs, which are located in multiple sites including Altadena, Glendale, Los Angeles, Pasadena, Rosemead, and Sunland, served 768 children this past fiscal year.

Based on children's individual needs, the early education program is designed to improve their success at home and in school. With an emphasis on Science, Technology, Engineering and Mathematics (STEM), the program provides full- and part-day services; parent and prenatal education; health screenings; and connection to housing, food, clothing and other resources.

Pacific Clinics' birth to 5 therapists and specialists also work with early educators to ensure children receive behavioral health treatment if needed.

In addition to classroom education, our Early Head Start program offers home-based services for families with children ages birth to 3 and to expectant mothers. During these weekly visits an educator provides families support and resources and teaches parents about childhood development and their role as their child's first teacher.

We partner with local school districts, homeless shelters, health care providers, and day care centers to enhance our program's capabilities and meet the needs of the families we serve.

HEAD START POLICY COUNCIL

Chair: Cindy Dardon **Vice Chair:** Mauli Bonner
Secretary: Karen Preciado **Treasurer:** Rosa Perez

Representatives:

Brooke Aguirre; Daisy Almario; Keith Buck; Eliana De la Torre; Lilit Grigoryan; Lila Gurguis; Sarineh Hovhannesian; Andreh Hovsepian; Lina Kazarova; Vartoush Khachoomian; Susan Mandel, PhD; Ermine Melik; Naira Mkhitaryan; Fe Palomique; Perdita Paria; Lusine Petrosya; Thalia Reyes; Tatiana Reyes; Anahi Rojas; Jason Schlatter; Aylin Soleymanian; Francisco Vargas; Anita Yarijanian; Mariana Yeghiazaryan

FINANCIALS

Funding Sources

Federal Funds	\$9,041,933
CA State Preschool Program	\$400,029
Child and Adult Care Food Program	\$308,485
TOTAL FUNDING SOURCES	\$9,750,447

Expenditures

	Budget	Actual
Operations	\$9,318,037	\$9,305,526
Training	\$123,925	\$124,621
Food Services	\$308,485	\$308,485
TOTAL PROGRAM COSTS	\$9,750,447	\$9,738,632

AUDIT STATEMENT

An independent third party external audit for Pacific Clinics' fiscal year ending June 30, 2018 found no deficiencies in our expenditures, or program operations compliance requirements as described in the Uniform Guidance.


ENROLLMENT

768
Number of
Children Served


686
Number of
Families Served

85%
Average Daily
Attendance
*as a percentage of
funded enrollment*

MEDICAL AND DENTAL EXAMS


91%
Head Start Students
Received Medical Exams

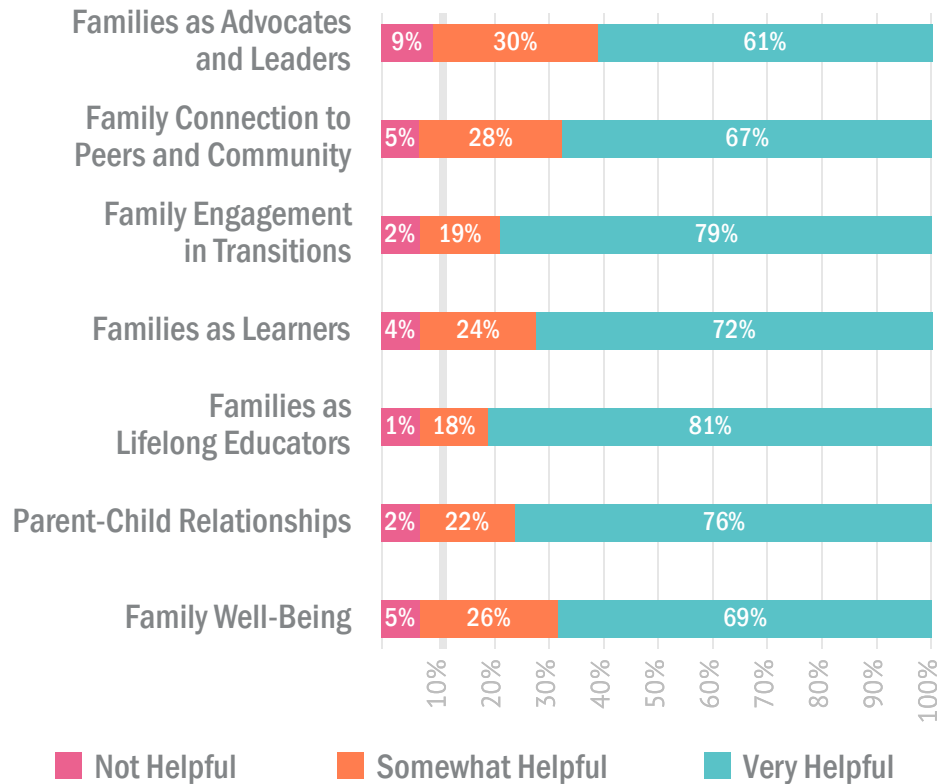
71%
Early Head Start
and Child Care
Partnership Students
Received Medical Exams


88%
Head Start Students
Received Dental Exams

55%
Early Head Start
and Child Care
Partnership Students
Received Dental Exams

Family Engagement Activity

Results of Annual Family Outcomes Survey



Pacific Clinics' Head Start implements a family engagement approach to provide high-quality education and strengthen the household. Together, we develop personalized family partnership agreements and set goals to improve the parent-child relationship, community connections, and overall well-being of the family. These activities include participating in events such as career day and end-of-year transition to kindergarten, parental engagement, cooking classes and other workshops, in-home learning activities, and volunteering opportunities.

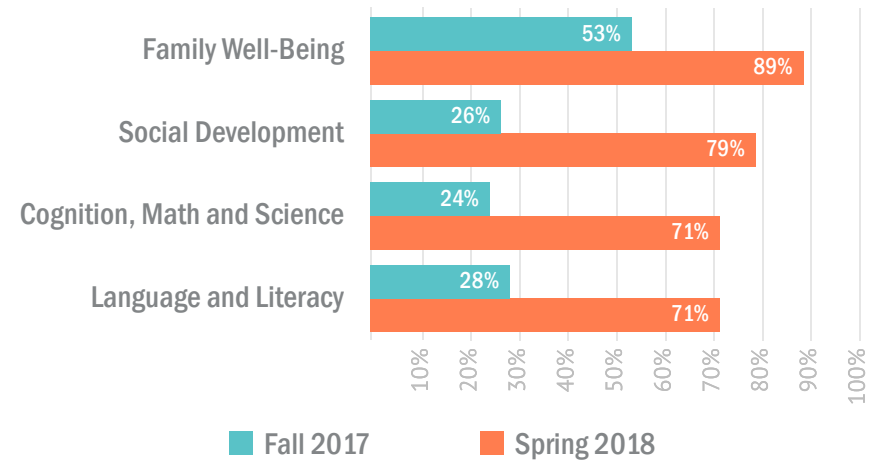
More than 480 parents completed Pacific Clinics' 2018 Annual Family Outcomes survey to gauge how well their needs were met through engagement activities. The chart above shows the results.

The Pacific Clinics Head Start and Early Head Start program is required by the Head Start Act section 644(a)(2) to provide an annual report to the public consisting of the information provided.

Preparing Children for Kindergarten

Results of Desired Results Developmental Profile

School Readiness for Children Entering Kindergarten in Fall 2018
Comparison of Start of School Year (Fall 2017) vs. End of School Year (Spring 2018)



Measuring Children's Development

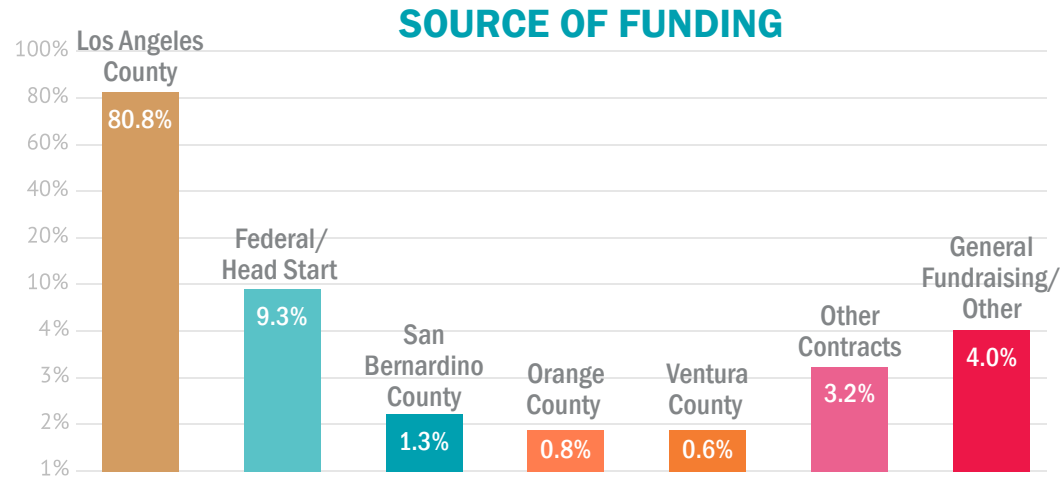
Pacific Clinics uses the Desired Results Developmental Profile (DRDP-2015) to measure a child's developmental progress and is aligned with the California Department of Education Preschool and Infant Toddler Learning Foundations, research-based curricula (High Scope Preschool Curriculum, Creative Curriculum for Infants Toddlers & Twos, and Family Child Care Homes) and the Office of Head Start Early Learning Outcomes Framework.

During the 2017-2018 school year, outcomes data was collected, aggregated, and analyzed to record the progress of each child. Teachers and parents use the initial data to set learning goals for each child. Planned learning activities and lesson plans for children are developmentally, culturally and linguistically appropriate. The program's School Readiness Reports reflect the developmental progress children have made on average in each of the Head Start learning domains.

Quality Rating and Improvement System (QRIS)

The Quality Start Los Angeles (QSLA) initiative sets standards for early education programs. Our program was evaluated by QSLA and received an excellent rating of 4 of 5 at each of our five child care sites.

FISCAL YEAR 2017-2018 FINANCIAL INFORMATION



STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

Revenues	
Grants and Contracts	\$ 84,016,361
Federal Awards	11,452,098
Contributions	548,190
Investment Income	41,282
Client and Third-Party Revenue	272,591
Lease Income	129,332
Other Non-Federal Contracts	3,682,581
TOTAL REVENUE	\$ 100,142,435
Expenses	
Program Services	\$ 78,202,882
Supporting Services	19,575,042
TOTAL EXPENSES	\$ 97,777,924
CHANGES IN NET ASSETS	\$ 2,364,511
NET ASSETS, BEGINNING OF YEAR	\$ 5,296,872
NET ASSETS, ENDING OF YEAR	\$ 7,661,383

STATEMENT OF FINANCIAL POSITION

Assets	
Cash and Cash Equivalents	\$ 17,213,985
Contract and Other Receivables	2,688,434
Prepaid Expenses, Deposits & Other Assets	1,707,477
Property & Equipment <i>(Net of Accumulated Depreciation)</i>	6,616,581
TOTAL ASSETS	\$ 28,226,477
Liabilities	
Accounts Payable	\$ 2,648,374
Accrued Liabilities	10,697,655
Contract Current Liabilities	1,304,973
Total Long-Term Liabilities	5,914,092
TOTAL LIABILITIES	\$ 20,565,094
Net Assets	
Unrestricted	\$ 7,480,910
Temporarily Restricted	180,473
TOTAL NET ASSETS	\$ 7,661,383
TOTAL LIABILITIES AND NET ASSETS	\$ 28,226,477

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In our diverse Southern California communities,
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 Lindy Russell

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Treatment . Support . Wellness .



*“Pacific Clinics is where my mental health recovery began. They never gave up hope on me.”
— Shelley*

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Pacific Clinics is a community-based mental health and social services agency that provides outpatient services to individuals and families at over 60 locations and over 280 schools across Los Angeles, Orange, San Bernardino and Ventura counties. Each year over 22,000 individuals benefit from comprehensive services including case management, health navigation, school-based services, housing support, employment assistance, early and continuing education.



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