



*Pictured: The Williams family, our
2020 Adoption Family of the Year*

ANNUAL REPORT

Fiscal Year 2020-2021

Uplift 
Family Services[®]
Healing families. Strengthening communities.

Leadership

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Chief Executive Officer

Kathryn Meier McCarthy, Esq.
President

Jason Gurahoo
Chief Financial Officer

Ron Scott
Chief Human Resources Officer

Mark Edelstein, MD
Medical Director

Lisa Alegria
Vice President, Fund Development
and Marketing

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

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Vice President, Shared Services

Gordon Richardson, LCSW
Vice President, Clinical
Administration

Brian Thomson, LMFT
Vice President, Clinical Operations

Eva Terrazas
Vice President, Public Policy and
Special Initiatives

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Executive Director, Central Region

Don Taylor, LCSW
Executive Director, Bay Area
Region

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

Mary Sheppard, LCSW
Executive Director, Capital Region

Maria Murillo, LMFT
Executive Director, Inland Empire

Jacquelyn H. Torres
Deputy Director, Bay Area Region

“Our clinician was sensitive to all my needs, it was amazing to work with her; she really cared, she is literally an angel.”

A Letter From the CEO/President

As we close another fiscal year and surpass another anniversary of California’s shelter-in-place mandate, I want to take a moment to reflect on the impact of our generous and compassionate community. What we accomplished together is nothing short of miraculous! There is much to celebrate in this report, including exciting new service options and our ability to provide uninterrupted service to our customers in spite of the pandemic.

I am also pleased to announce that, as a part of our strategic plan, we are merging with Pacific Clinics, another leading provider of behavioral health care based out of Southern California, on March 1, 2022. By combining our operations, we will have greater financial resources and deeper advocacy opportunities that will allow us to expand our services and increase the number of vulnerable children, families, and adults we can help each year. The merger also opens the door to an expanded continuity of care for youth as they age out of foster care and other programs.

While Pacific Clinics will merge into our organization and our executive and regional leadership will remain intact, we will begin to operate under the Pacific Clinics name. We did not make this decision lightly, as Uplift Family Services is a trusted name and represents our strong portfolio of work with children and families. However, we believe our new name will more ably represent our expanded future role as a care provider that integrates physical and behavioral health care across the age continuum, and best represents our expanded geographical footprint.

I am so very proud to be leading the combined organization as [Darrell retires after 29 years with Uplift](#). He leaves the agency with a strong foundation upon which to expand our reach into more communities in need, and we are so grateful for his heart, intellect, and enthusiasm for this work.

On behalf of the Executive Leadership Team and our Board of Directors, we are excited by the opportunities that lie ahead as we begin to experience the extraordinary benefits of a combined organization. We believe that we will be better together—and so will the communities and customers we serve.

In gratitude,



Kathryn Meier McCarthy, Esq.
Chief Executive Officer/President
Uplift Family Services

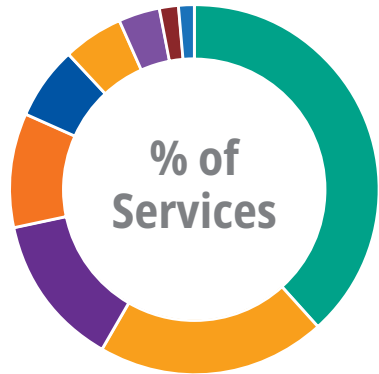


Services at a Glance

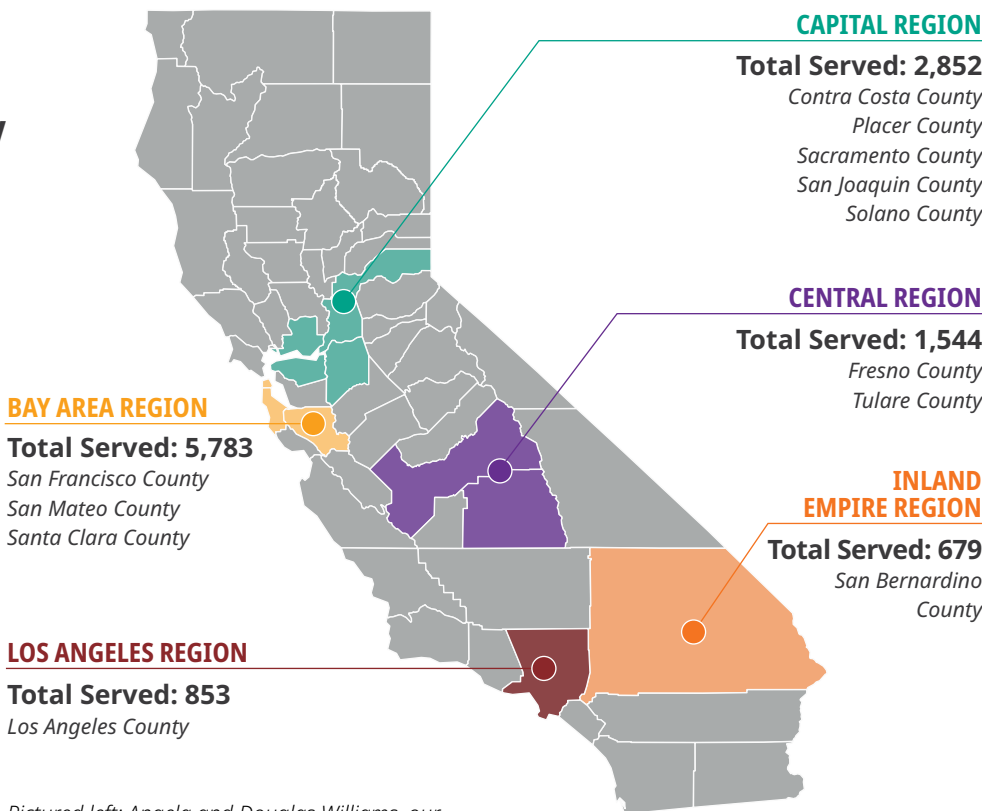
Total children, teens, older youth, and adults served: **11,711**

Total family members served: **17,567**

Total children, youth, and family members served: **29,278**



- 38.3%** OUTPATIENT MENTAL HEALTH SERVICES
- 20.0%** INTENSIVE BEHAVIORAL HEALTH SERVICES
- 13.3%** CARE COORDINATION SERVICES
- 9.8%** CONTINUUM OF CRISIS CARE SERVICES
- 6.4%** COMMUNITY-BASED WELLNESS SERVICES
- 5.3%** EDUCATIONAL SUPPORT SERVICES
- 3.7%** FOSTER CARE AND ADOPTIONS
- 1.8%** WHOLE-PERSON CARE SERVICES
- 1.4%** DEVELOPMENTAL DISABILITIES SERVICES



Pictured left: Angela and Douglas Williams, our 2020 Adoption Family of the Year

What We Do

Uplift Family Services is one of the largest, most comprehensive behavioral health treatment providers in California. Each year, we do whatever it takes to help more than 29,000 children and family members manage and recover from challenges stemming from prior trauma—such as severe neglect and abuse—and learn the essential life skills they need to be successful at home, at school, and in their community.

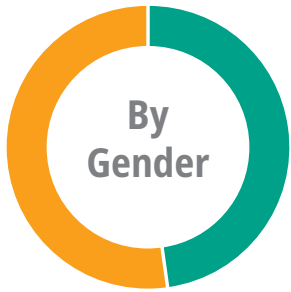
How Can You Support Uplift Family Services?

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

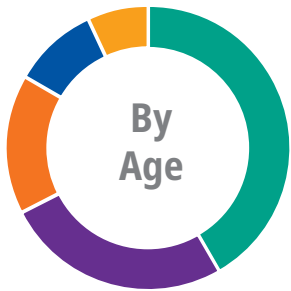
VOLUNTEER: From joining an auxiliary to providing hands-on assistance at a special event or camp, our volunteers make their community and world a little brighter. upliftfs.org/volunteer/

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

Who We Serve



52.2% FEMALE
47.7% MALE
0.1% TRANSGENDER/
 INTERSEX



15.9% AGES 0-5
41.5% AGES 6-13
25.8% AGES 14-17
7.2% AGES 18-25
9.6% AGES 26+



46.5% HISPANIC/LATINX
17.5% WHITE/
 CAUCASIAN
11.8% OTHER/UNKNOWN
9.4% BLACK/AFRICAN
 AMERICAN
9.0% MORE THAN ONE
 ETHNICITY
5.5% ASIAN/PACIFIC
 ISLANDER
0.3% NATIVE
 AMERICAN/
 ALASKA NATIVE

"I believe that my child is able to recognize and deal with issues and not struggle. Her coping skills have developed."

Strengthening Children and Families

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

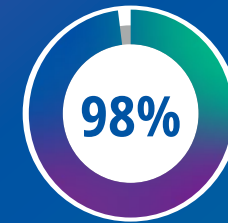
Of the 4,481 children, teens, older youth, and adults served in our community or clinic-based outpatient programs:



Stayed out of trouble with the juvenile justice system



Avoided suspension and/or expulsion



Maintained at home or in a family setting

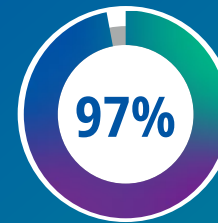
Easing Transitions and Overcoming Obstacles

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

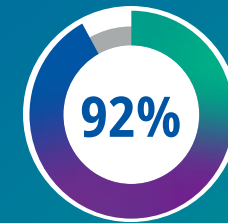
Of the 2,340 children, teens, older youth, and adults served:



Maintained or returned to their educational placement



Stayed out of trouble with the juvenile justice system

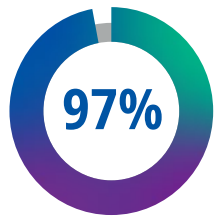


Maintained at home or in a family setting

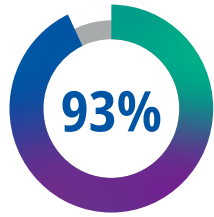
Working With Families to Improve Well-being

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

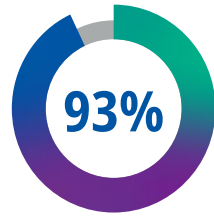
Of the 1,561 children, teens, and older youth served:



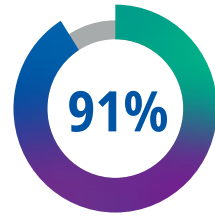
Said the facilitator maintained a safe environment



Were satisfied with the services they received



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



Believe that CFT meetings are a worthwhile process

Danielle's story

Danielle, 39, was referred to Uplift Family Services after a long history of verbal, emotional, and physical abuse. She had finally worked up the courage to leave her partner of 20 years when police and CPS involvement made her fear losing her children. Unfortunately, two decades of doing exactly what her ex told her with threats of deportation left her feeling worthless, unsure of her ability to assert herself and make good decisions, and thinking she would be better off dead. But with our team's care, time, and support, she was able to overcome her fears and anxiety, start to set safe boundaries, and feel more confident in her ability to make good choices. She reported that having someone to discuss decisions with helped her learn to make them for herself, and she feels better about her future.

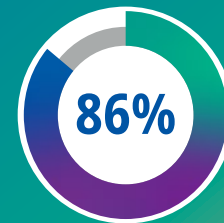


Stabilizing Children

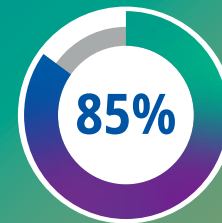
CONTINUUM OF CRISIS CARE

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

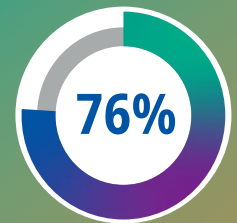
Of the 1,150 children, teens, and older youth served in our Crisis programs:



Reported the program met their needs



Were satisfied with the services received



Would return to the program if they needed it

"Great communication. The staff always showed up on time and worked with me to support my child."

Connecting With Children and Parents

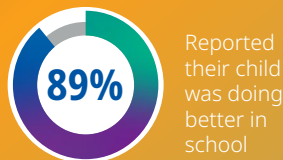
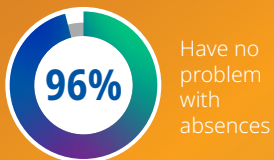
COMMUNITY-BASED WELLNESS SERVICES are prevention and early intervention services for children, adults, and their families. In Los Angeles, we offer the Hollygrove Haven after-school program and the Parent Institute. In the Bay Area, we offer Addiction Prevention Services. These services are primarily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

There were 755 children, teens, and older youth served.

Helping Students Learn

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

Of the 616 children, teens, and older youth served:



Building Nurturing Families

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

Of the 428 children, teens, and older youth living in foster care:



Integrating Physical and Mental Health

WHOLE PERSON CARE SERVICES integrate physical health, mental health, and substance use disorder services, as well as care coordination with other community resources. Services take into consideration all aspects of a person's health, as well as their socioeconomic status, housing situation, and more. These services have braided funding.

Of the 211 consumers of all ages receiving whole-person care:



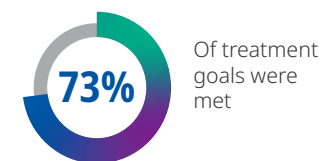
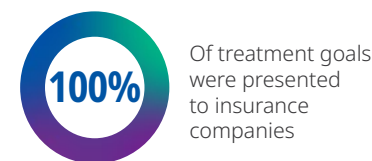
Noah's story

Seven-year-old Noah was referred to our School-Linked Services program with high levels of anxiety that made it difficult for him to socialize with anyone besides his mother. He would cry and refuse to leave his mother's side for school, and would have angry outbursts whenever he was asked to transition off one of his main sources of comfort: video games. When the pandemic hit, he was no longer able to attend community programs, so he joined our video game therapy group. As the youngest participant, he benefited from watching the older children model positive social and communication skills, which helped him build strong relationships with other members of his family. He has also learned self-regulation, and his mother reports that she can now leave her son's side to go run errands without triggering his worries and fears.

Meeting Families Where They Are

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

Of the 169 children, teens, and older youth with autism that were served:



We Couldn't Have Done it Without You!

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

Wheel of Fortune

When long-time board member [Scott Kolbrenner won the March 18, 2021 episode of "Wheel of Fortune,"](#) we were honored that he generously chose to donate his winnings to Uplift Family Services and the Los Angeles Regional Food Bank. His \$145,000 victory makes him the fifth biggest winner in the show's 46-year history.

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Trinity Lutheran Church Grant

When Trinity Lutheran Church in Walnut Creek realized they would have to close their doors, their community came together to figure out how to [establish a lasting legacy](#). As a result, the church recognized Uplift Family Services as one of 34 organizations that "support the physical and spiritual needs of people in their community and beyond" with a \$156,000 grant to support our Los Angeles-based Hollygrove programs.



Community Hero Awardees

We honored Frank Rimerman + Co., the largest contributor to our [holiday giving program](#), with the Community Hero award at our most recent [Hearts & Hands virtual event](#). Since 2009, their team has spent approximately \$150,000 out of their own pockets to purchase, wrap, label, and deliver more than 4,000 gifts to ensure no child in our care will go without during the holidays. We are privileged to have such a committed and dedicated corporate partner.



Los Gatos Orphanage Entrance Revamp

In March 2021, alumnae of the historic Ming Quong Home, a legacy organization of what is now Uplift Family Services, spearheaded a campaign to restore the 85-year-old arch that marked the entrance to the Los Gatos orphanage in the 1930s. In eight weeks, they raised more than \$25,000, and the finished product will be a point of pride for generations to come.



"They helped us with a lot of things: they delivered food to us and helped meet our needs."

The Williams family's story

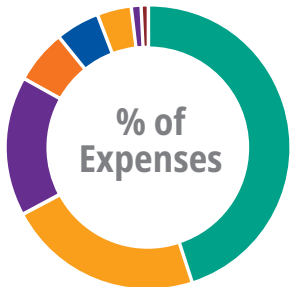
Angela and Douglas Williams always wanted a large family. Even with three biological children, they felt passionate and equipped to grow their family through adoption. After a great experience with the international adoption of their two youngest children, they welcomed three siblings into their home through our Foster Care & Adoptions program. Despite the challenging adjustment, it soon felt as though they had always lived there. In early 2020, their adoption was finalized, officially expanding the family from seven to ten! Angela and Douglas are a busy pair, staying active in their church, coaching their children's various sports teams, and going on family camping trips. This year, the Capital Region presented them with the Adoption Family of the Year award at the Calling Out of Names Ceremony in honor of National Adoption Awareness Month.



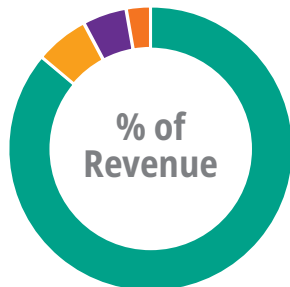
@upliftfamily

Pictured left: The Williams family, our 2020 Adoption Family of the Year

Statement of Financial Position



- 45%** INTENSIVE BEHAVIORAL HEALTH SERVICES
- 22%** OUTPATIENT MENTAL HEALTH SERVICES
- 16%** MANAGEMENT AND GENERAL
- 6%** FOSTER CARE AND ADOPTIONS
- 5%** DEVELOPMENTAL DISABILITIES SERVICES
- 4%** RESIDENTIAL SERVICES
- 1%** COMMUNITY-BASED WELLNESS SERVICES
- 1%** FUNDRAISING



- 86%** GOVERNMENT GRANTS
- 6%** INVEST INCOME
- 5%** OTHER INCOME/FEES FOR SERVICE
- 3%** FUNDRAISING/CONTRIBUTIONS

Total assets:
\$81,712,552

Total liabilities:
\$35,181,756

Total net assets:
\$46,530,796

“My son learned to handle his anger and his attitude is better.”

Uplift 
Family Services

www.upliftfs.org

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



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

Tax ID# 94-2295953

Contributors: Lisa Alegria, Daniel Lakin, Rachel Lepold, Jennifer Kuetzing

Produced by Ocean & Mountain

Designed by Melissa Zalinski