

# Pacific Clinics

2015 ANNUAL REPORT

[www.pacificclinics.org](http://www.pacificclinics.org)

*Your Compassion Provides The Care They Need*

# A MESSAGE FROM THE *President and CEO* and the Chairman of the Board

Our clients get better. More than 24,000 people came to Pacific Clinics last year and they received mental and behavioral healthcare, as well as job training, housing, family counseling and so much more. While care continues for those who need it, many have successfully completed their treatment. This is our goal and we achieve it every day.

We are proud of the staff, donors and volunteers who make success possible.

With your help, Pacific Clinics made some important advances, including:

- The Tzu Chi Medical Foundation Mobile Vision Bus partnered with us to provide more than 300 clients with exams and glasses. We are currently working to expand services to other sites.
- Through our Head Start program, we piloted The Family and Caregiver Health Navigation Model, which enables families to get the physical and mental healthcare services they needed.
- We received a \$2.2 million award to expand Head Start/Early Head Start. This means more children in our community will be ready when they start kindergarten.
- We were chosen, along with four other agencies in California, to be part of a two-year collaborative that aims to test all clients suffering from mental illness for substance use disorders, since the two occur together frequently.

This past year has been full of internal changes at Pacific Clinics as we went through a reorganization and planned for a leadership transition. James J. Balla, MBA, was named Chief Executive Officer. A new board selected Greg Bowman, former Superintendent of Burbank Unified School District, to serve as Board Chair. Together they will lead Pacific Clinics into the future.

Thank you for your continued support.



Susan Mandel, PhD  
*President and CEO*



Zaven Kazazian  
*Board Chairman*

*There are  
so many  
successes that  
were possible  
because  
of Your  
generosity.*

## *The Numbers Tell the Story*

July 1, 2014 - June 30, 2015



# 500,000

Children, Youth, Adults  
and Families Visited  
our Programs



# 24,527

Children, Youth, Adults  
and Families  
Received Services



# 2,300

Professionals Received  
Training Through  
our Training Institute



# 1,100

Professionals are  
Currently Employed by  
Pacific Clinics



## **YOUR COMPASSION WORKS WONDERS**

Together, we are helping people lead healthier, more fulfilling lives. Thanks to your support, Pacific Clinics served more than 24,000 clients last year, regardless of their ability to pay. In Los Angeles, Orange, San Bernardino and Ventura counties, your generosity has touched the lives of people truly in need of care.

Pacific Clinics has been providing mental healthcare services since 1926. In addition, we now offer programs to help with housing, employment, training and other basic services. Our dedicated team of more than 1,100 staff members, including psychiatrists, psychologists, clinical social workers, marriage and family therapists, rehabilitation counselors, child development specialists, and more are dedicated to giving our clients the care they need. This, of course, is only possible with support from generous donors like you.

## YOU HELP PROVIDE THE CARE THEY NEED



*Head Start activities help children develop the skills they need to start kindergarten.*

### ▼ *Head Start/Early Head Start Makes Sure Children Start Kindergarten Ready to Learn.*

#### *Your Support Puts Kids on a Path to Success*

The already very successful Head Start/Early Head Start program received two grants this year that will allow us to provide high-quality daycare and preschool for even more low-income families.

The Head Start/Early Head Start program supports the mental, social and emotional development of children from birth to five. In addition to education, it provides children and their families with health screenings, nutrition classes, mental health referrals and other social services.

Head Start/Early Head Start relies on community involvement. As part of its charter, programs welcome volunteers and in-kind donations.

We hear success stories every day. One father told us: “My youngest daughter started Early Head Start when she was just an infant. At the time, she was seeing three specialists for developmental delays... By the time she graduated into Head Start she was completely caught up and ready to meet her next educational challenges.” The programs serve more than 450 low-income

preschoolers (ages three to five) and more than 300 infants and toddlers (birth to three).

Pacific Clinics has always been committed to early intervention. We got our start by offering children’s counseling in 1926, and now more than 50 percent of those who come for services are children and young adults. We know from our experience that children who receive the treatment and guidance they need are less likely to need services as adults.

Head Start students are more likely to graduate high school, more likely to go to at least one year of college, less likely to be “idle” - meaning out of school and unemployed - and less likely to be in poor health, according to an American Economic Journal study.

At Pacific Clinics we believe investing in our children makes their future and our community’s future brighter.



*With mental health treatment and job training, Janet found her second chance at Pacific Clinics.*

## ▼ *From Homeless and Hearing Voices to Helping Others*

### *Your Support Helped Janet Blossom*

Your donations to Pacific Clinics provide mental healthcare and support for people who have nowhere else to turn. From therapy to housing and employment programs, the team at Pacific Clinics is there every step of the way on the journey to recovery.

“You know the person walking around on the street, talking to herself? That was me,” said Janet, a client of Pacific Clinics. This is hard to imagine when you first meet Janet. Now a certified nursing assistant, she looks every bit the professional she has become, with a warm smile and a clear, confident voice.

Janet came to Pacific Clinics after she had a severe emotional break, which resulted in her losing custody of her children. At first, she participated in group therapy and then began getting individual therapy. There were times when she felt alone and desperate, but her team at Pacific Clinics would not give up on her.

After several months, Janet was ready to look for housing and a job. Pacific Clinics staff referred her to a training program, where she became certified as a nursing assistant.

“I got the help I needed and I want to help others now,” said Janet.

As you can see, your generosity not only provides immediate services and care to those in desperate need, but also inspires others to share in your spirit of compassion!



*Lorelle graduated from the Mental Health Training Course*

## ▼ *Targeted Services Help Youth Transition to Successful Adulthood*

### *Lorelle is a Role Model*

Growing up in Los Angeles, Lorelle never felt like he had choices. “I lived with my mom, who was a single parent and grew up in a poor neighborhood,” Lorelle said. “There was nothing I was interested in and so I was getting into trouble. I was involved with gangs, lost and wasn’t going in the right direction.”

He got into fights and was unmotivated. He was later diagnosed with Attention Deficit Disorder, Attention Hyperactive Disorder and suffered from depression, at times bordering on suicidal tendencies. The family moved to San Bernardino and basketball became Lorelle’s main focus. He started doing well in school. Lorelle finished high school and headed to Pasadena City College.

Still, things weren’t easy. There still was no money and after losing a job and apartment in the same month Lorelle found himself homeless. Lorelle found temporary housing through Pacific Clinics and other services through its Transitional Age Youth (TAY). Within two weeks he found a job and started to think about his future.

Lorelle believes his experiences can help others and wants to become a therapist, working with families in poverty and young men in gangs. He completed Pacific Clinics’ Paraprofessional Mental Health Worker Training Course, a 10 week certificate program, which prepares graduates for entry level jobs in the mental health field.

“My future is something I look at with a smile now,” said Lorelle.



*Pacific Clinics' school therapy program helped get Alicia back on track.*

## ▼ *Making a Difference for Troubled Youth* *Your Support Helped Alicia Get Help at School*

One of the wonderful programs you are supporting is Pacific Clinics' school therapy, based in schools throughout Southern California. Our therapists see troubled students, who may otherwise not get help.

Janelle Aguirre, a Pacific Clinics Marriage and Family Therapist, works in one of the high schools we serve. One day, a student, Alicia, was referred to her for missing school.

After a few sessions Janelle knew that Alicia was suffering from severe depression, coping with an alcoholic parent and mourning the death of a friend. She would need intensive therapy. But with Alicia not coming to school consistently, Janelle wasn't sure if therapy would be successful. She didn't know if Alicia would even show up.

It was slow at first, but Alicia started to build a relationship with her therapist. She would even come to appointments after she missed school that day. After eight months, Alicia began to thrive. She returned to school and began developing more friendships, socializing with others, and getting involved in activities. She was attending school every day and her grades soared. Emotionally she improved as well, communicating more to her family and eventually eliciting more support from them.

Thanks to your dedication, we are delighted to report that Alicia graduated from high school with good grades and is much more stable and confident.

## ▼ *Headed for Jail at 16, Christian is Offered an Alternative*

### *Now His Prospects for the Future Are Bright*

Until last year, when a young teenager broke the law for the first time, they were assigned a probation officer and immediately booked into the criminal justice system. Now, there is another option that keeps young people out of prison - Pacific Clinics New Directions program.

This dynamic new pilot program is a collaboration between the Los Angeles County Probation Department and Pacific Clinics. It is the brainchild of former Los Angeles County Supervisor Gloria Molina who recognized that many young teens were incarcerated without anyone asking what might be the causing their behavior.

"The primary goal of New Directions is that a teen's first arrest is their last," said Program Director, Victoria White, MFT. The program's first client, Christian, was 16-years-old when he was referred to the program. "I got in trouble with the law at school. I ran with a bad crowd," Christian said.

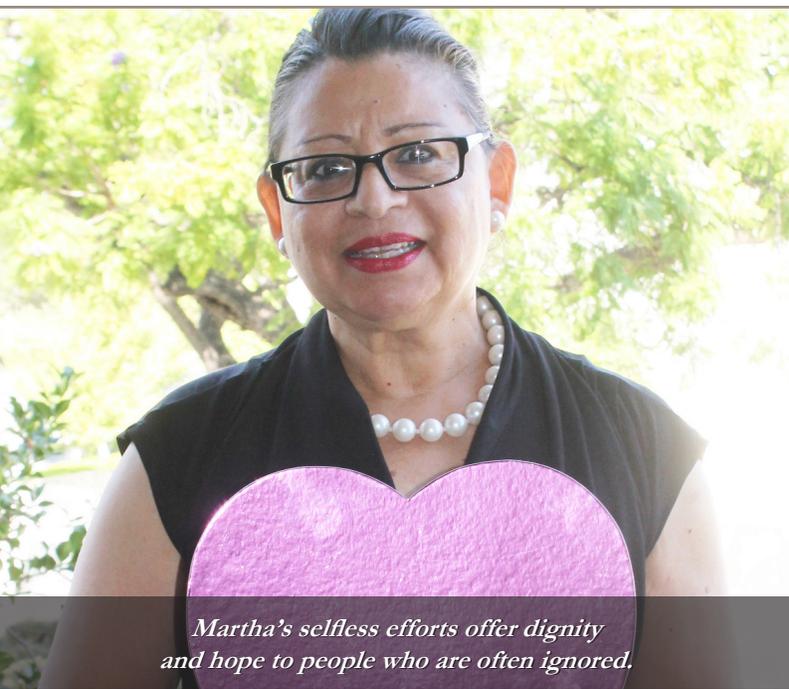
When the school police caught Christian, he was offered two options. One would be to appear before a judge for sentencing, the second was to participate in New Directions for counseling and assistance with community resources.

The New Directions program also works with the family to foster understanding and create better means of communication. "I felt hopeless," said Christian's mother, Carmen. Christian and Carmen attended counseling together. "I learned so much about how to be a better parent and how best to support Christian. This program has helped bring our family together," she said.

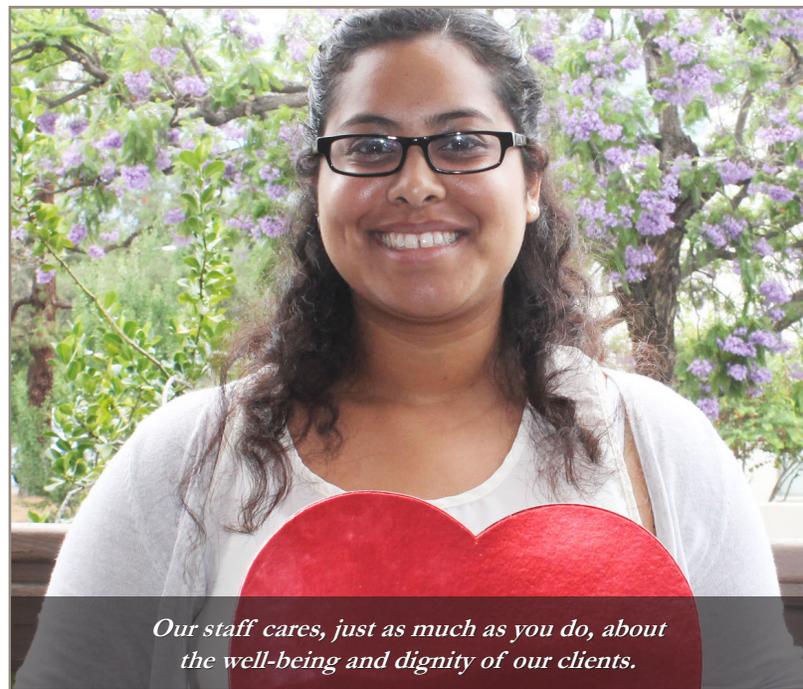
Your support of Pacific Clinics is making our community a better place and bringing families together. Thank you for standing behind innovative new programs that give at-risk youths a chance to succeed.



*New Directions kept Christian out of the criminal justice system.*



*Martha's selfless efforts offer dignity and hope to people who are often ignored.*



*Our staff cares, just as much as you do, about the well-being and dignity of our clients.*

### ▼ ***Fred Finally has His Own Place – After 30 Years of Homelessness He Wouldn't Come to us for Services, so Martha Reached out to Him on the Streets***

Like you, we have respect and concern for all people in need of Pacific Clinics' services. Sometimes a client's mental illness makes them difficult to work with, but our staff consistently shows patience and heart to make sure they are cared for.

Martha Abea, a Mental Health Worker at Portals Wilshire Program, goes above and beyond when it comes to client care and advocacy. Martha sometimes comes to work at dawn to reach out to MacArthur Park inhabitants and the homeless under the freeway underpasses. It was during one of these outreach efforts that she met a homeless man named Fred. Initially he declined services, but after much diligence on Martha's part, he agreed to seek assistance.

When she learned that Fred had a lice and scabies infestation, it did not scare her away. In fact, she continued to advocate on his behalf to promote empowerment and help him seek treatment for the infestation.

Martha's persistence and dedication enabled Fred to finally move into his own apartment after 30 years of homelessness. We are so proud of Fred for this fantastic achievement and Martha for her selfless commitment to her clients. But mostly, we are thankful for our generous donors who make all of this possible.

### ▼ ***Warm-Hearted Staffer Saves a Senior's Home Betty's House Was Too Cluttered to be Safe***

The staff at Pacific Clinics do not just provide mental health services to people; they understand that many of our clients need so much more. You can rest assured knowing that we go above and beyond, because we genuinely care about the people we serve.

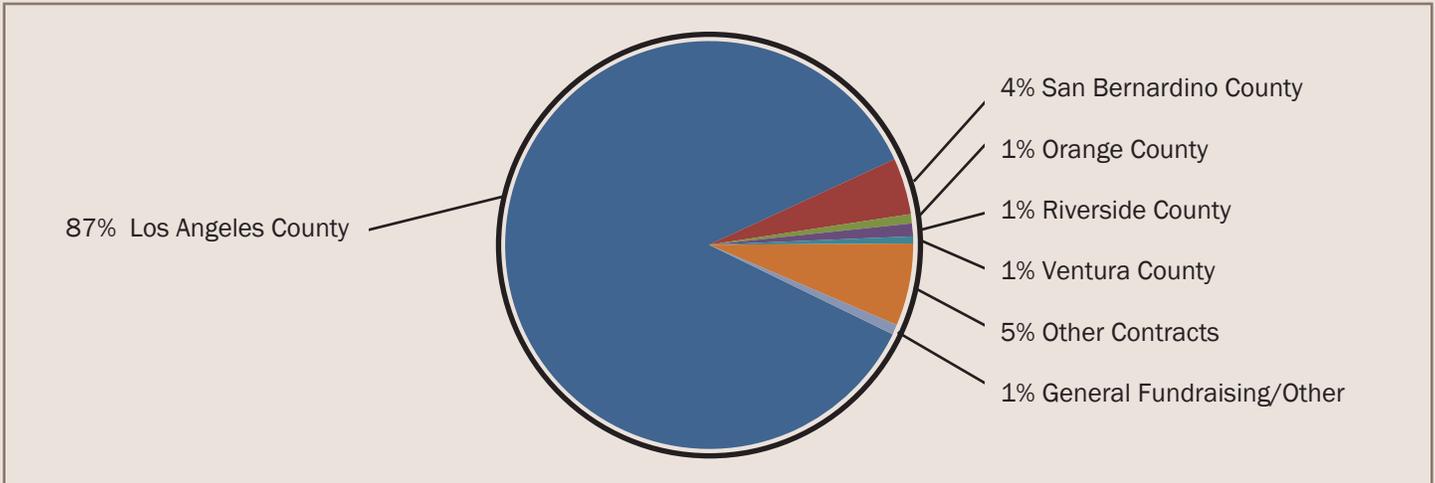
Norma Gonzalez works with older adults in Pacific Clinics' Santa Fe Springs office. When one of her client's faced homelessness, Norma decided she would not let that happen.

Betty, fell and was taken to nursing facility. While she was there, it was discovered that she was a hoarder and was at risk of losing her house. Norma advocated for Betty, mediating between the staff at the skilled nursing facility, housing department, Adult Protective Services and the client's apartment complex manager. Despite the challenges, Norma ensured that everyone had a common goal: To help Betty.

Norma worked hard to gain Betty's trust to allow her to help her identify items in the home to discard. Norma gave Betty deadlines, which helped her take steps to save her house. When done, Norma gave the building management the green light to remove items from the apartment.

We are happy to share that Betty is now home, and is grateful that Norma cared enough to help her through her difficult time.

## REVENUE BY SOURCE



### STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

<b>Revenues</b>	
Grants and Contracts	\$ 86,164,530
Federal Awards	9,676,661
Contributions	836,995
Investment Income	45,155
Client and Third-Party Revenue	237,493
Lease Income	9,797
Net Assets Released From Restrictions	259,473
Other	197,066
<b>TOTAL REVENUES</b>	<b>\$ 97,427,170</b>
<b>Expenses</b>	
Program Services	\$ 78,442,221
Supporting Services	19,158,838
<b>TOTAL EXPENSES</b>	<b>\$ 97,601,059</b>
CHANGE IN UNRESTRICTED NET ASSET	\$ (63,626)
CHANGES IN NET ASSETS	\$ (467,944)
NET ASSETS, BEGINNING OF YEAR	\$ 4,353,952
<b>NET ASSETS, ENDING OF YEAR</b>	<b>\$ 3,886,008</b>

### STATEMENT OF FINANCIAL POSITION

<b>Assets</b>	
Cash and Cash Equivalents	\$ 8,781,398
Contract and Other Receivables	3,770,020
Prepaid Expenses, Deposits & Other Assets	3,473,495
Property & Equipment <i>(Net of Accumulated Depreciation)</i>	10,347,168
<b>TOTAL ASSETS</b>	<b>\$ 26,372,081</b>
<b>Liabilities</b>	
Accounts Payable	\$ 2,197,262
Accrued Liabilities	8,401,264
Contract Current Liabilities	975,672
Total Long-Term Liabilities	10,911,875
<b>TOTAL LIABILITIES</b>	<b>\$ 22,486,073</b>
<b>Net Assets</b>	
Unrestricted	\$ 3,730,445
Temporarily Restricted	155,563
<b>TOTAL NET ASSETS</b>	<b>\$ 3,886,008</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 26,372,081</b>

# Thanks to you we helped...

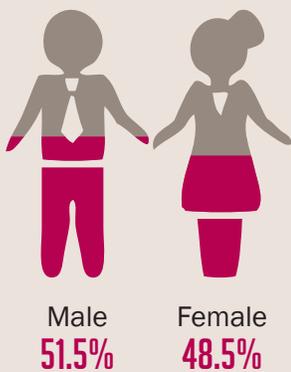
## 24,527 Men, Women and Children

Our clients get better 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.

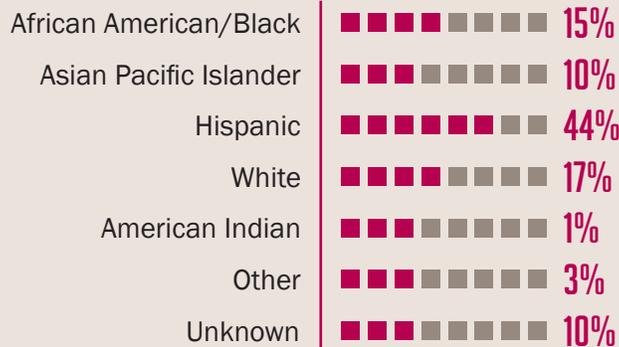
### AGE



### GENDER



### ETHNICITY



# 88%

of clients have a primary care doctor and mental health clinician.



# 524

Children, youth and families were housed by Pacific Clinics. Many more received referrals to housing programs.



# 2,964

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



# 478

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



# 758

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

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at (626)254-5076

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(626) 254-5020

*We have made every effort to acknowledge anyone who made a donation to Pacific Clinics between July 1, 2014 and June 30, 2015. If your name is not listed or is incorrect, we deeply apologize. Please contact us at (626) 254-5020.*

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California Department of Health Care Services  
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California Office of Statewide Health Planning and  
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Child Care Information Services (CCIS)  
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Los Angeles County Sheriff's Department  
Los Angeles Department of Mental Health  
Los Angeles Department of Public Health  
Los Angeles Substance Abuse & Prevention Control  
Orange County Health Care Agency  
Riverside County Department of Mental Health  
San Bernardino County Department of Behavioral Health  
San Gabriel Valley Police Chiefs Association

Substance Abuse and Mental Health Services Administration  
(SAMHSA)  
Union Station Pasadena Homeless Services  
U.S. Department of Housing and Urban Development  
U.S. Department of Health & Human Services (Head Start)  
Ventura County Behavioral Health Department

## AFFILIATIONS AND ACCREDITATIONS

Accredited by the Commission on Accreditation of  
Rehabilitation Facilities (CARF)  
Asian Pacific Policy & Planning Council (A3PCON)  
Association of Community Human Services Agencies (ACHSA)  
California Association of Social Rehabilitation Agencies  
(CASRA)  
California Council of Community Mental Health Agencies  
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Community Clinic Association of Los Angeles County  
Mental Health America  
National Alliance on Mental Illness  
National Council for Community Behavioral Healthcare  
(NCCBH)  
National Head Start Association  
Accredited by the American Psychological Association  
U.S. Psychiatric Rehabilitation Association (USPRA)

## FUNDING

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San Bernardino, Orange, Ventura and the Mental Health  
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*Pacific Clinics team showed their support for Mental Health Services at the annual NAMI walk.*



*More than 200 homeless people received services at Homeless Connect Day.*



*Melody got job training at Pacific Clinics Portals Division.*



*The Tzu Chi Foundation eye clinic came monthly to our Wellness sites to serve clients.*



*Therapist Timothy Encinas won the Caring Heart of the Year award.*



*Foundation Board President Richard Dominguez, Rita Howard and Board Member, Kent Crawford at the 2015 Fiesta Brunch Fundraiser.*



*Mike Dunn, Foundation Board Member, and Kelly Dunn at the 2015 Fiesta Brunch Fundraiser.*



*The Board of Directors celebrated Dr. Susan Mandel's 35 years at Pacific Clinics.*



*Former Supervisor Gloria Molina, center, launched New Directions, a program to help at-risk youth.*



*Dodgers great Fernando Valenzuela helped the children at the West Covina site dedicate a mural painted to honor the team.*



**Pacific Clinics**  
ADVANCING BEHAVIORAL HEALTHCARE

*A Year of Accomplishment*



*A delegation from the Indonesian Department of Social Services visited Pacific Clinics to learn how to begin providing mental health services in their country.*



*The Strike Out Stigma bowling event raised money and awareness.*



*Jennifer Hunt, PhD, Officer Kristiana Sanchez and Captain Mike Albanese at the Mental Illness and Law Enforcement Systems Conference*



## 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.

800 S. Santa Anita Ave. Arcadia, CA 91006 | (626) 254-5000 | [www.pacificclinics.org](http://www.pacificclinics.org)

Stories in the Annual Report are based on real clients, but names and images have been changed to protect their confidentiality. To find out more contact Vice President of Donor Development Department Kymberly Pietsch at (626) 254-5020 or visit [www.pacificclinics.org](http://www.pacificclinics.org)