

# Pacific Clinics

2012-2013 ANNUAL REPORT

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

## TOWARDS A BETTER TOMORROW



# A Message from the President and CEO and the Chairs of the Board of Directors



Susan Mandel, PhD  
*President and CEO*

**P**acific Clinics is known for its longstanding quality behavioral healthcare and related services, which were provided over the past year to more than 18,000 clients, their families, and community members. In addition to dedication to the present needs of our consumers, the agency also focused on what will be needed for effective services in the future. These efforts included:

- Developing and expanding culturally-competent programs to target current and future mental health issues for different populations from infants, children and youth to older adults.
- Integrating care for serious physical ailments and co-occurring substance abuse that endanger clients' recovery and shorten their lives.
- Expanding training and education efforts that address the need for additional well-trained professionals and paraprofessionals to care for our clients and families.
- Providing groundbreaking courses on Mental Health First Aid and other educational offerings to law enforcement, schools, service agencies and others in the community to help them better identify and address the needs of persons who may have mental illness.
- Beginning a Volunteer Services program to attract and connect with community members who wish to donate their time and ideas to support Pacific Clinics.



May Farr  
*Chairwoman 2012-13*

Pacific Clinics programs strive daily to help our clients and families experience and contribute to the strength, vitality and promise of our region, and we greatly appreciate the commitment of the individuals and communities who support those efforts and look to the future with us. We hope you will enjoy reading our 2012-13 Annual Report.



Zaven Kazazian  
*Chairman 2013-14*

# Who we helped

## *Across different age groups*

**Matthew** recalls an early childhood filled with violence. He remembers witnessing his father abusing his mother when he was just 4-years-old.

He stopped playing with cars or trains because his father, in a rage, would throw toys at him. If he cried or misbehaved, his father hit him.

When his mother, Robin, managed to leave Matthew's father, she hoped they could move forward. But it wasn't so easy.

When Matthew entered school at age five, he lashed out at his classmates if they came too close to him. He was afraid they were going to hurt him.

Matthew's violent outbursts frightened his classmates. He also threw tantrums during which he would hurt himself, and was eventually evicted from school.

Robin finally took the advice of Matthew's school counselor and contacted Pacific Clinics for help. For the past several years, staff members from the Monrovia Children's Intensive program have been working with Matthew and Robin.

When they first began, Matthew was angry and frightened. Now, he attends after-school children's group sessions every day, where he learns social skills to help him interact positively with other children. He is also learning how to release the anger he still carries towards his father in a healthy way.

Robin, who receives parenting tips on how to help Matthew, is hopeful that therapy and counseling are helping build a brighter tomorrow for Matthew.

"Pacific Clinics is like an extended family to me," Robin says. "They have helped me become a better mom and taught me ways to best support Matthew."



**In total, Pacific Clinics served 18,535 children, youth, adults, and seniors including:**

**5,610** children between the ages of birth - 15

**4,680** transitional age youth (TAY) between the ages of 16 - 25, many of whom were once homeless

**6,936** adults living with severe or persistent mental illness

**1,309** seniors who are struggling with mental health issues that accompany aging



**30%** of Pacific Clinics clients are between the ages of **Birth & 15**

TOWARDS A BETTER TOMORROW



# How we helped

*Substance abuse, housing, education, employment and other services*

**Jeremy's** family didn't understand his erratic behavior. One minute, he was depressed and the next minute, he couldn't stop talking. His mood swings scared them.

When he turned 18, his mother kicked him out of the house. As a single mother of five children, she was frustrated and didn't know how to help him.

At first, he hung out with friends and slept in local parks. Then he spent the next few years living on Los Angeles' Skid Row.

Jeremy abused drugs and alcohol to try to cope with his mood swings. He was in and out of jail several times.

One day, a homeless outreach worker talked Jeremy into going to a shelter for a hot meal.

That's when Jeremy's life began to turn around. He received a referral to Pacific Clinics' Portals division in South Los Angeles.

Jeremy was assigned a case manager who helped him understand that bipolar disorder caused his dramatic mood swings.

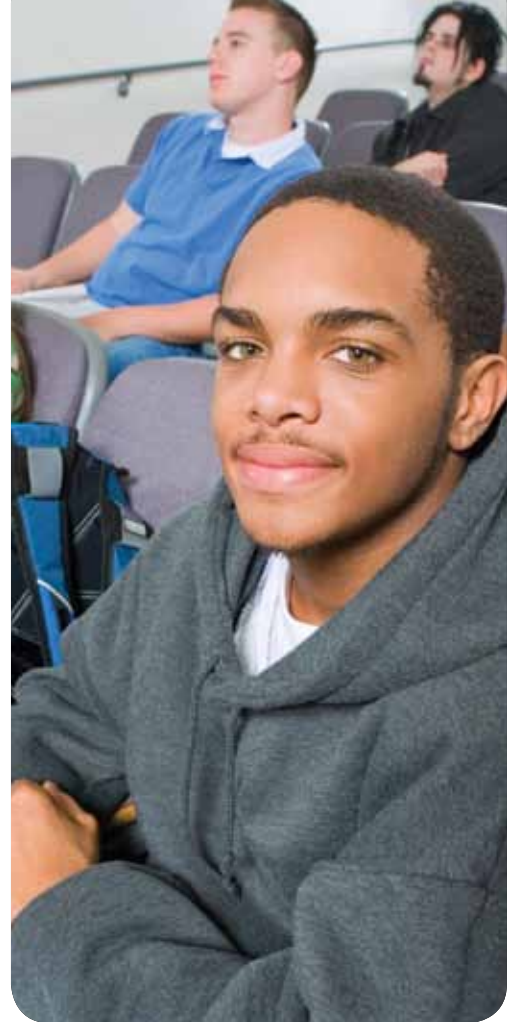
He began taking medication to help him manage his illness. Jeremy also enrolled in substance abuse therapy offered by Pacific Clinics. He eventually stopped using alcohol and drugs.

Pacific Clinics' Housing Services also provided Jeremy with a place to live. Having a roof over his head changed Jeremy's outlook on life.

He's optimistic about his future. Jeremy works at a local restaurant and plans to enroll in college to earn a counseling degree and help others.

Through all his dark years, Jeremy says he always prayed that someone would help him.

"My prayers were answered," he says. "For the first time, I feel happy. I am surrounded by people who really care about me."



## COMPREHENSIVE SERVICES



Jeremy was one of over **800** clients Pacific Clinics' Housing Services placed in emergency, temporary or permanent housing this past year.



Employment Services helped **767** clients obtain part-time or full-time work or become self-employed.



**530** clients attended school/college with the help of Pacific Clinics.

# How we reached diverse populations

## *Programs that help the underserved*

**For** many years, Clara didn't know what was causing the "sadness" that prevented her from going to school on some days. When she went to family and friends for help, they told her the illness was "in her head."

"They said I could get over it if I wanted to," says Clara, a junior in high school. The depression worsened until Clara tried to commit suicide. She was hospitalized and referred to Pacific Clinics for help.

Clara is just one of the many high school students served by Pacific Clinics' Latino Services Division, which is led by Luis Garcia, PsyD, Vice President of Latino Services.

The cultural and religious shame around mental illness is so powerful that it keeps a lot of people from seeking help. Dr. Garcia and his staff work hard to educate Latino communities about why they should seek mental health services. His goal is for each client to realize that mental illnesses are treatable just like diabetes or cancer and that with medication, treatment and therapy, they can be controlled, and people can live productive lives.

As part of its commitment to meet community needs, the Latino Services Division opened its first Centro Familiar (Family Center) in Santa Fe Springs in 2002. The Center serves children and youth with mental health issues and also includes families in treatment and therapy. That same model was used to open a satellite program in Monrovia in 2007 and El Monte's Centro Familiar Latino's permanent site in 2012.

Other Pacific Clinics programs also serve an increasing number of Latino clients. Hye-Wrap, a Glendale program that was originally started for Armenian youth, now also serves Latinos, who make-up 40 percent of its clients. Nearly half of Pacific Clinics' Portals division clients in South Los Angeles are Latinos.

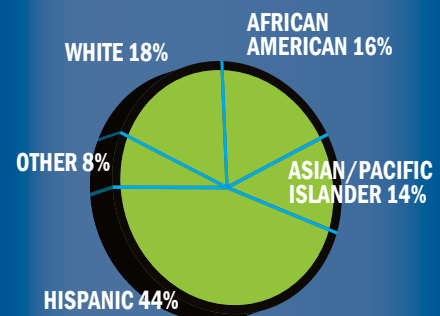
One other important outreach effort is Pacific Clinics' annual Latino Conference on mental health. Last year, nearly 350 individuals attended the conference where they discussed the impact of healthcare reform on Latinos and mental health.



## At a Glance

Pacific Clinics is a leader in providing mental health services to diverse populations.

### TOTAL SERVED BY RACE



# How we trained and developed a workforce

*Pioneering program continues to provide a path to employment*

**The** Paraprofessional Mental Health Worker (MHW) Training Course has helped expand the practice of hiring people who have overcome mental illness to work in the mental health or healthcare fields.

This intensive ten-week course is taught in partnership with Pasadena Community College. We educate students about mental illnesses and treatment and then place them in an internship with Pacific Clinics or other agencies allowing them to obtain valuable work experience. Pacific Clinics started the first MHW Training Course in 1999 at a time when mental health consumers and their family members did not work in the system.

Karen had hit a “dead-end” in her battle with depression and was hospitalized ten years ago. Karen was amazed that her “surprisingly normal” fellow patients and caregivers understood what she was going through and didn’t judge her. At that time, she never imagined that she could ever help others.

Several years later, she joined Pacific Clinic’s William H. Compton, Jr. Wellness and Recovery Center where staff helped her sustain her wellness path and where she began giving and receiving peer support as part of her recovery.

Drawing on her experience at the Compton Center, Karen worked part-time for three years as a Peer Advocate but felt it was time for her to do more. She took the Mental Health Worker certification class in 2012. After graduation, she interned at Pacific Clinics’ West Covina clinic and also worked there on a temporary basis as a case manager.

Karen considers her mental health recovery a “miracle” and told the 2012/13 graduating classes and others gathered at the commencement event: “Don’t give up! Don’t quit before your miracle!”

**FACI**

**68%**

MHW Training Course graduates

have been employed in the mental health or healthcare fields

## In addition to the MHW course,

Pacific Clinics also leads in training and workforce development with the following initiatives:

- **Pacific Clinics Training Institute (PCTI)** is a nationally-recognized training center that is accredited by the American Psychological Association. It offers culturally-sensitive continuing education courses and training for mental health professionals, educators, and other nonprofit service providers.
- **Mental Illness and Law Enforcement Systems** Since 1991, the MILES Conference has brought together mental health and law enforcement professionals to expand their understanding of mental illness. A new topic is discussed at each conference, which is attended by more than 300 professionals.

## BECOME A VOLUNTEER

### Pacific Clinics starts new Volunteer Services Department

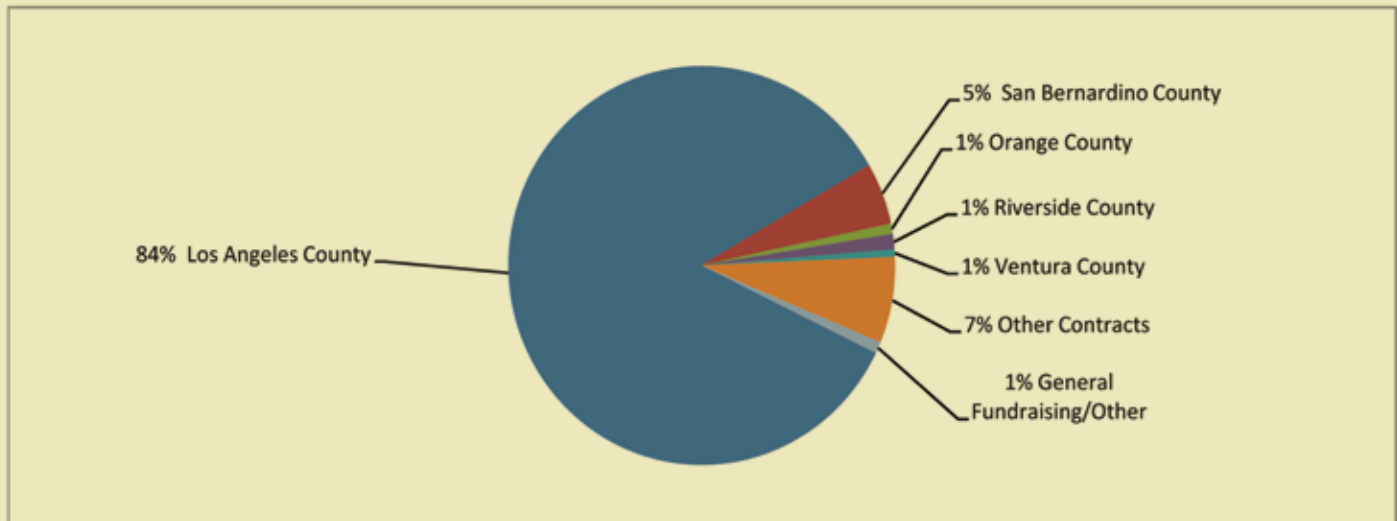
Volunteer with us at a Pacific Clinics site in Los Angeles County.

Visit us at [www.pacificclinics.org](http://www.pacificclinics.org) and click "Volunteer Now", or call (626) 254-5000.





## REVENUE BY SOURCE



### STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

<b>Revenues</b>	
Grants and Contracts	\$ 82,986,262
Federal Awards	4,562,277
Contributions	315,994
Investment Income	89,500
Client and Third-Party Revenue	242,726
Gain on Sale of Assets	221,845
Lease Income	6,144
Net Assets Released From Restrictions	210,281
Other	259,170
<b>TOTAL REVENUES</b>	<b>\$ 88,894,199</b>
<b>Expenses</b>	
Program Services	\$ 71,251,858
Supporting Services	17,478,311
<b>TOTAL EXPENSES</b>	<b>\$ 88,730,169</b>
CHANGE IN UNRESTRICTED NET ASSETS	\$ 29,356
CHANGES IN NET ASSETS	\$ 193,386
NET ASSETS, BEGINNING OF YEAR	\$ 4,148,879
<b>NET ASSETS, ENDING OF YEAR</b>	<b>\$ 4,342,265</b>

### STATEMENT OF FINANCIAL POSITION

<b>Assets</b>	
Cash and Cash Equivalents	\$ 9,230,091
Contract and Other Receivables	2,613,082
Prepaid Expenses, Deposits & Other Assets	1,778,929
Property & Equipment <i>(Net of Accumulated Depreciation)</i>	9,825,055
<b>TOTAL ASSETS</b>	<b>\$ 23,447,157</b>
<b>Liabilities</b>	
Accounts Payable	\$ 1,650,180
Accrued Liabilities	8,999,299
Contract Current Liabilities	748,297
Total Long-Term Liabilities	7,707,116
<b>TOTAL LIABILITIES</b>	<b>\$ 19,104,892</b>
<b>Net Assets</b>	
Unrestricted	\$ 4,093,159
Temporarily Restricted	249,106
<b>TOTAL NET ASSETS</b>	<b>\$ 4,342,265</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 23,447,157</b>

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<b>Immediate Past Chair</b>	Ronald C. Banks <i>Chief of Police (Retired) City of Inglewood</i>

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# Turn a life around.®

## Our Mission

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

## Our Approach

Through its dedicated staff, consumers, family members, volunteers and benefactors, Pacific Clinics provides innovative leadership in our communities. We offer treatment, prevention, early intervention, program development and evaluation, research, training, public education and advocacy, frequently in partnership with other social service organizations.

## Our Core Values

- We exist as an organization to assure that individuals and families reach the highest level of functioning and the best quality of life possible for them.
- We ensure that consumers are always our first priority.
- We engage consumers, their families, and others significant in their lives as partners in treatment.
- We celebrate diversity and respect cultural differences.
- We involve consumers and family members in the review and evaluation of our programs and services.
- We acknowledge and support our staff as our most valuable asset.

### Pacific Clinics

800 South Santa Anita Avenue 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.