



**Healing families.
Strengthening
communities.**



**Year in Review
Fiscal Year 2018**



Helping more than 30,000 children and family members

A letter from the President and CEO

From start to finish, this year has been one of growth and opportunity, thanks to the support of our staff, community partners, regional and statewide boards, auxiliaries, donors, and supporters. Through these partnerships, our outcomes, which you'll find within the pages of this Year in Review, are consistently above national standards.

One accomplishment of which I am especially proud is when I had the privilege of sitting for the exit interview with the surveyors from the Council on Accreditation, our national accreditation organization that provides us with a very thorough quality review every four years. The meeting was a culmination of close to a year of review and preparation, **and we heard from five different surveyors who praised our commitment to the highest quality work, our understanding and application of our service principles, our vigilant protection of clients' rights and privacy, and the sheer breadth of the services we provide.** One of my favorite comments was when two surveyors said they would both want to work with us – as a measure of what they thought of our organization. It was both a pleasure and very humbling to be a part of such incredible feedback!

In January, the state-mandated Continuum of Care Reform became effective throughout California. This effort was designed out of an understanding that children who must live apart from their biological parents have the

best short and long-term outcomes when they are cared for in a nurturing, permanent home. **In tandem with these legislative changes, we started working on a foster care redesign,** which has – and will continue to – completely transform the way we are serving children in the foster care system. The project has a two-year implementation period, and our goal is to develop a “best in class” model to proliferate throughout the state as the standard of care.

We're also working to better support children in foster care, as well as those across all our programs, by becoming a Trauma-Informed Agency. To that end, **we were very pleased to have been selected to participate in the National Council for Behavioral Health's Trauma-Informed Learning Community.**

As we look towards our bright future in the next year and beyond, we want to thank you for continuing to help us do whatever it takes to help children and their family members.

A handwritten signature in black ink, appearing to read 'Darrell Evora'.

Darrell Evora, MCP, MBA
President and CEO
Uplift Family Services

“ The staff made themselves available 24 hours, around the clock. We troubleshoot as a team, and most important, we work as a team. ”





“Wraparound services have been so good for our children and our whole family. It has helped us come closer together. Thank you.”

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About Uplift Family Services

Uplift Family Services, a private nonprofit agency, is one of the largest, most comprehensive mental health treatment programs in the western United States. The agency takes a state-of-the-art approach to children and teens with complex behavioral health challenges: we combine research-based services (including evidence-based therapies and psychiatric services) with a family-centered effort to identify and address the complex needs of the family. Our results are better than state or national averages on metrics such as living at home, staying in school, and staying out of trouble.

Our Mission

We do whatever it takes to strengthen and advocate for children, families, adults, and communities to realize their hopes for behavioral health and well-being.

Our Philosophy

Uplift Family Services believes the most effective form of care for children, teens, and their families is based in the community, using strengths and needs to define and individualize service. We believe children and families should have the greatest possible access to services, as well as maximum voice and choice in planning, carrying out, and evaluating those services.

Our Impact

We solve complex mental health problems using a strength-based approach to define and individualize services. Our clinical teams work in partnership with each family to plan, deliver, and evaluate those services. We recognize there is no one-size-fits-all path toward hope.

Uplift Family Services is a pioneer in the wraparound philosophy for California. We believe the most effective form of care for children, teens, and their families is based in the community, where we can build upon a foundation of support. We respect and are sensitive to our children's social and cultural backgrounds. Our services are culturally relevant, and one-quarter of our staff is certified bilingual.

Our Community Partners

Uplift Family Services works closely with county partners in children and family services. We take pride in our ability to take a leadership role in implementing coordinated services and being responsive to our county partners and families. We have an active donor community, including dedicated, organized groups of volunteers who contribute countless hours of time and talent coordinating fundraising projects for the benefit of our children and teens at risk or in crisis.

Leadership

Darrell Evora, MBA, MCP

President/Chief Executive Officer

Kathryn Meier McCarthy

Chief Operating Officer/General Counsel

Craig Wolfe, LMFT

Chief Clinical Officer

Jason Gurahoo

Chief Financial 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

Rachael Clausen

Vice President, Shared Services

Ron Scott

Vice President, Human Resources

Marilyn Bamford, LMFT

Executive Director, Central Region

Laura Champion, LMFT

Executive Director, Bay Area Region

Elena Judd, Ph.D.

Executive Director, Los Angeles Region

Gordon Richardson, LCSW

Executive Director, Capital Region

Brian Thomson, LMFT

Executive Director, Inland Empire

Eva Terrazas

Senior Director, Policy and Advocacy

Kirstin Reed

Corporate Compliance Officer



"I learned how to cope with my feelings."

Vicente's story

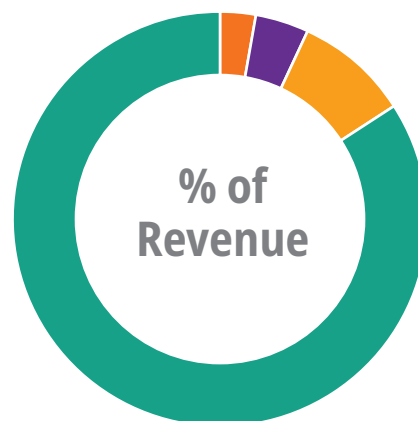
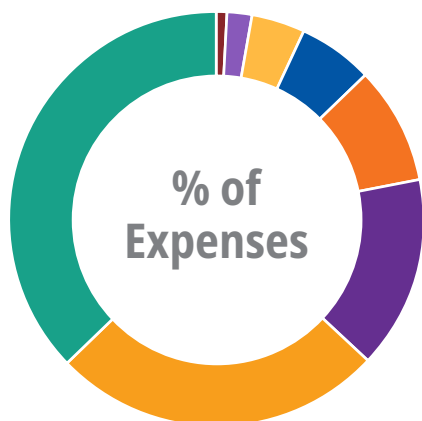
Vicente's mother struggled to take care of her son as she found herself lost in a cycle of abusive relationships, and Vicente was removed from her care right before his fourth birthday. Despite their tumultuous life, Vicente missed his mother immensely, and his seemingly willful defiance and aggressive behavior resulted in his removal from three foster homes that first year. Consequently, his social worker referred him to a specialized program at Uplift Family Services designed to stabilize high-needs foster children, which included training for Vicente's caregivers and teachers on how trauma impacts brain development in young children. With a balance of patience, structure, and nurturing support for Vicente, he was able to gain control over his emotions and behaviors. Concurrently, his team discovered that his mother had persevered in stabilizing her own life, so they helped her slowly re-establish her bond with Vicente, and in the end, they were reunified.

Statement of Financial Position

Total Assets:
\$76,369,667

Total Liabilities:
\$37,350,901

Total Net Assets:
\$39,018,766

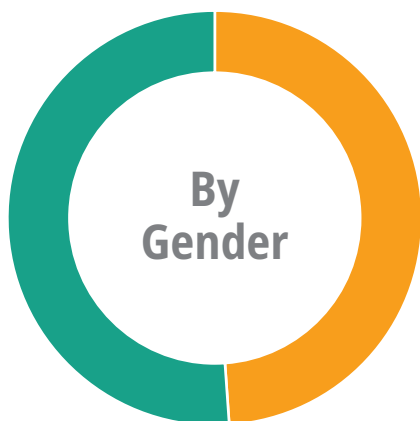


- 37% INTENSIVE BEHAVIORAL HEALTH SERVICES
- 26% OUTPATIENT MENTAL HEALTH SERVICES
- 15% MANAGEMENT AND GENERAL FOSTER CARE AND ADOPTIONS
- 9% RESIDENTIAL SERVICES
- 6% DEVELOPMENTAL DISABILITIES
- 4% FUNDRAISING
- 2% COMMUNITY-BASED WELLNESS SERVICES

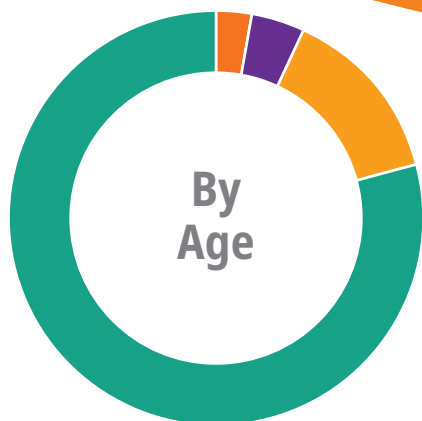
- 84% GOVERNMENT GRANTS
- 9% OTHER INCOME/FEES FOR SERVICE
- 4% INVEST INCOME
- 3% FUNDRAISING/CONTRIBUTIONS



Who We Serve



- 51% FEMALE
- 49% MALE
- .02% TRANSGENDER



- 14% AGES 0-5
- 79% AGES 6-17
- 3% AGES 18-26
- 4% AGES 27+



- 47% HISPANIC/LATINO
- 17% MULTI-ETHNIC
- 14% CAUCASIAN
- 9% OTHER
- 8% AFRICAN AMERICAN
- 5% ASIAN

Services at a Glance

Total Children, Teens,
Older Youth, and
Adults Served:

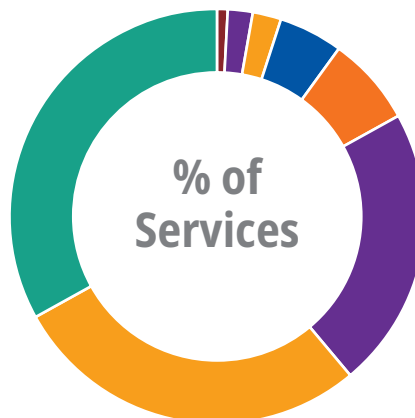
13,043

Total Family Members
Served:

19,565

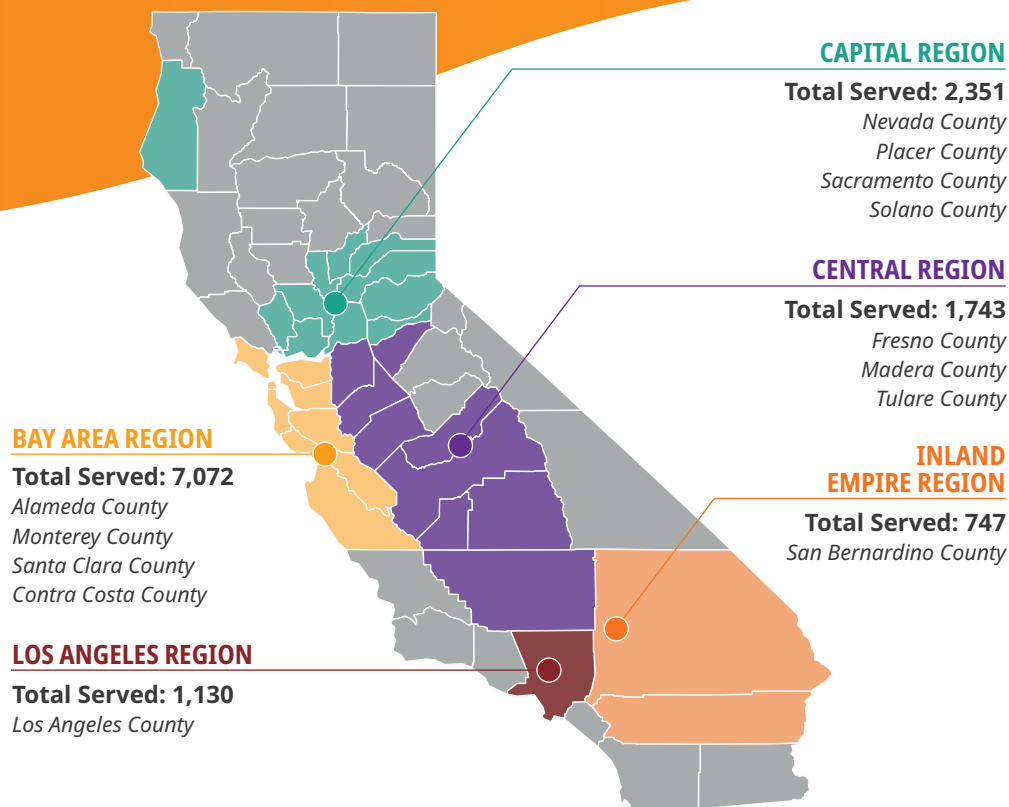
Total Children, Teens,
Older Youth, Adults,
and Family Members
Served:

32,608



- 33%** OUTPATIENT MENTAL HEALTH SERVICES
- 28%** INTENSIVE BEHAVIORAL HEALTH SERVICES
- 22%** CONTINUUM OF CRISIS CARE
- 7%** COMMUNITY-BASED WELLNESS SERVICES
- 5%** FOSTER CARE AND ADOPTIONS
- 2%** DEVELOPMENTAL DISABILITIES
- 2%** EDUCATIONAL SUPPORT SERVICES
- 1%** RESIDENTIAL SERVICES

“Everyone was willing to support me throughout all of my mistakes and all of the bumps in the road.”



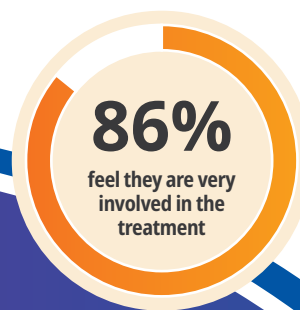
Our Fiscal Year 2018 Services

Uplift Family Services solves complex mental health problems using a strength-based approach to define and individualize services. Our clinical teams work in partnership with each family to plan, deliver, and evaluate those services to lift up children and families. The following pages highlight our services, outcomes, and stories of impact from fiscal year 2018.



Caregiver Report

Of the 2,580 caregivers surveyed:



*"I have a sister again.
She is my family."*

Dora's story

After her mother passed away, Dora was angry and had difficulty processing her grief. Unable to cope with her trauma in a healthy way, Dora attempted to set fire to her family home. After being released from a juvenile detention center, her probation officer referred her to Uplift Family Services' wraparound program. Her treatment team knew Dora needed to build a strong support system, but she was not allowed to have contact with her father. When Dora mentioned she hadn't seen her two oldest sisters in over four years, her Family Search & Engagement team got to work, and tracked down one of those sisters, Luciana, on Facebook. After some planning, Dora traveled to Arizona with a staff member to visit Luciana. Dora's happy, silly side came out as soon as she saw her sister, and Luciana expressed that she'd love to be more involved in Dora's life. Dora and her team are currently planning their next visit.





"Now she loves to play. What a change."

Shelley's story

Shelley was referred to the Specialty Applied Behavior Analysis program at Uplift Family Services when she was first diagnosed with autism at the age of four. Due to language delays, she had a hard time verbalizing her feelings, emotions, and needs, and because she was frustrated, she threw frequent tantrums. In addition, while she was very bright and always followed the rules, she lacked any interest in playing with her peers. Initially, Shelley received speech and occupational therapy, plus 15 hours a week of intensive behavior therapy. Over the years, she has made significant progress, and has become highly verbal and social, initiates and leads her friends in games, and loves to make them laugh. She recently joined a dance group with friends from school, and is down to just a few hours a week of therapy!

Strengthening children and families

Outpatient Mental Health Services

Outpatient Mental Health services are clinic and community-based treatment services using evidence-based practices, offered at home and school, for children, teens, older youth, and adults with serious emotional disorders, and for family members in crisis. It helps children, teens, older youth, adults, and their 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.

Our array of mental health services include:

- INDIVIDUAL THERAPY
- FAMILY THERAPY
- GROUP THERAPY
- EARLY CHILDHOOD SERVICES
- INTENSIVE BEHAVIORAL HEALTH SERVICES
- SKILLS-BUILDING DEVELOPMENT
- PSYCHOLOGICAL TESTING
- CASE MANAGEMENT
- CRISIS INTERVENTION
- ASSESSMENT
- PARENTING SKILLS TRAINING
- SUPPORT TO CAREGIVERS
- PSYCHIATRIC SERVICES
- REHABILITATION SERVICES
- LINKAGE TO COMMUNITY RESOURCES

Referrals are made to our Client Services Center from the County Department of Social Services, County Department of Family and Children's Services, County Department of Mental Health, Probation Department for juveniles and adults, commercial insurance, school systems, private therapists, or other programs within Uplift Family Services, as well as from the families themselves. Funding for these programs is provided through regional mental health county contracts.

Of the 4,307 children, teens, older youth, and adults served in our community or clinic-based Outpatient Mental Health services, at the end of treatment:

98%

continued to stay out of trouble with the juvenile justice system

95%

exhibited significantly less antisocial behavior

94%

maintained in their home or family setting

94%

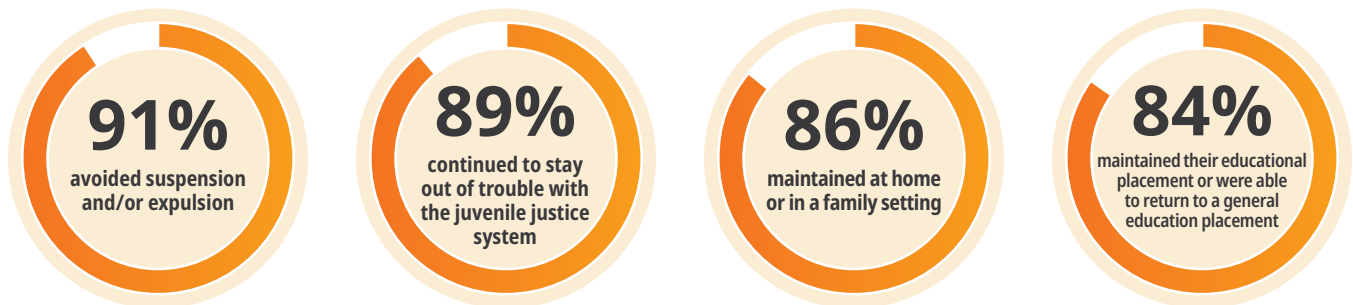
avoided suspension and/or expulsion

Easing transitions and overcoming obstacles

Intensive Behavioral Health Services

Intensive Behavioral Health services provide an array of mental health services which include 24-hour on-call service. The primary focus of these programs is to prevent children, teens, older youth, and adults with significant behavioral health conditions from being placed in a more restrictive level of care, or to transition them from higher levels of care (e.g., Residential Services) back into the community. These services are primarily funded by regional mental health county contracts.

Of the 3,664 children, teens, older youth, and adults served in Intensive Behavioral Health services, at the end of treatment:



Post Discharge

Uplift Family Services follows children up to six months post discharge. Outcomes include:



"I learned I don't have to do difficult things alone."

Rudy's story

At just 14 years of age, Rudy was placed on a psychiatric hold due to suicidal ideation. Through his assessment at Uplift Family Services' Crisis Stabilization Unit, it was discovered that Rudy was being bullied at school, and was having a hard time making friends. His mother also had concerns with his behavior at home, saying he was withdrawn and occasionally refused to go to school. After leaving the Crisis Stabilization Unit, he was referred to the Community Transition Services team. At first, Rudy had difficulties utilizing the skills his team was teaching him; however, with consistent coaching, Rudy made quick progress. His Family Specialist and mother also worked together to find a basketball team for Rudy to join, which helped him meet new friends and feel better about himself. Two years later, Rudy has become a happier child, who now consistently expresses a desire to live and dream!



"I feel safe here. It's a real home."

Dominique's story

After years of witnessing domestic violence in her home, Dominique and her half-sister were removed from their parents' house after their mother took a baseball bat to Dominique's father. Her sister was placed with her father in another state, while Dominique was placed in an emergency foster home, then a group home, where she remained for six years. When she was finally referred to Uplift Family Services' Matrix program, she mentioned how much she missed her sister, so her Family Finding team tracked down her sister's father, John. He was ecstatic to receive the call, and during their first visit, her Matrix team observed the sisters to be "two peas in a pod, giggling incessantly". After more supported visits, John decided to become a certified foster parent so Dominique could come live at the family's home. He's now in the final stages of adopting Dominique, while she recently obtained her GED and is starting college in the fall, where she plans to study Nursing.

Stabilizing children in crisis

Continuum of Crisis Care Services

Continuum of Crisis Care in Santa Clara County includes services for children and teens up to age 18 with imminent mental health needs and who may be a danger to themselves or others. Services include:

- The Mobile Crisis Team, which is available 24/7 to children and teens who are in acute psychological crisis
- Community Transition Services, which provide skill development, parenting support, safety planning, and access to ongoing community-based behavioral and mental health services
- The Crisis Stabilization Unit, which is available for children and teens on a psychiatric hold who receive short-term emergency assessment and stabilization instead of going to the hospital
- The Placement Services and Crisis Stabilization Response Team, which supports children and teens as they transition from Santa Clara County's Receiving, Assessment and Intake Center to a community setting, or helps to stabilize them in their current community setting.

Inland Intensive Behavior Support Services, based out of the Inland Empire, provide time-limited service coordination, behavioral, and mental health services for children, teens, and older youth with developmental disabilities. These services are funded by the Regional Center.

Of the 2,811 children, teens, and older youth served in the Bay Area and Inland Empire, at the end of treatment:

94%

of first Bay Area crisis encounters had a diversion from hospitalization

88%

of Bay Area families reported the program met their needs

80%

of Inland children, teens, and older youth are doing better in school and/or work

75%

of Inland children, teens, and older youth maintained in a community setting at discharge

Connecting with kids and parents

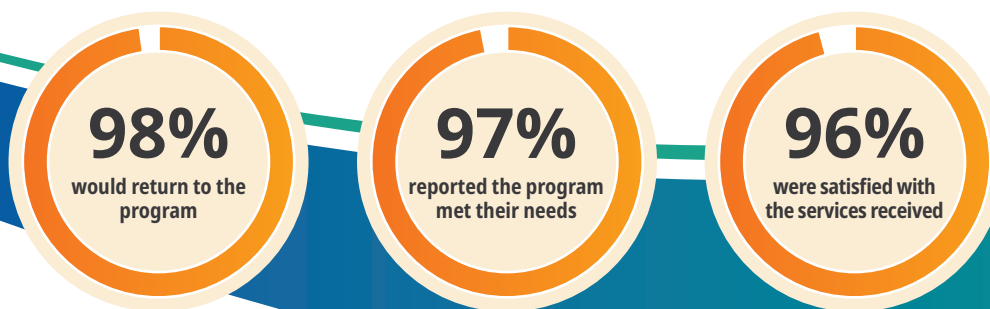
Community-Based Wellness Services

Community-Based Wellness services offer programs to help children, teens, older youth, and their families. They include:

- Endless Summer, a therapeutic after-school program in the Los Angeles region that focuses on school achievement, recreational activities, social skills, problem-solving skills, appropriate expression of feelings and thoughts, and relationship building
- Parent Institute, also in the Los Angeles region, provides a space for parents to learn new skills and support one another
- Addiction Prevention Services in Santa Clara County work to prevent addiction by informing and educating children, families, schools, and communities about the dangers of unhealthy behavior choices

Community-Based Wellness services are funded by the private sector and grants.

Of the 897 children, teens, and older youth served, at the end of treatment:

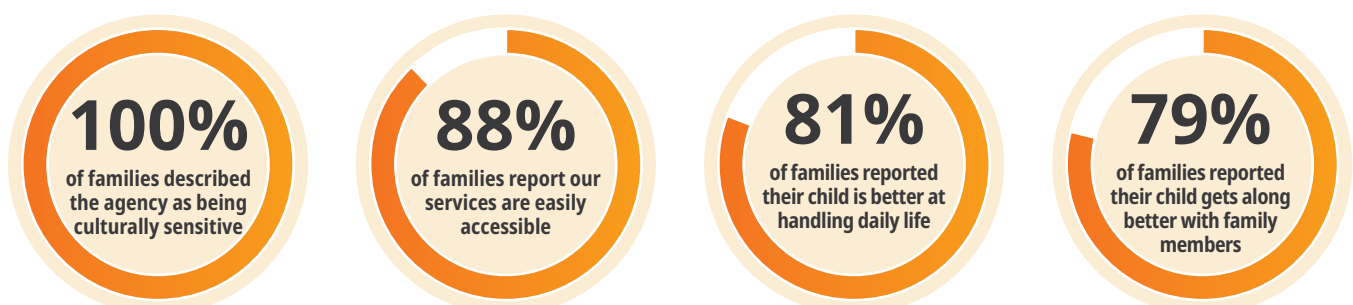


Meeting families where they are

Developmental Disabilities Services

We have taken applied behavior analysis, an evidence-based practice that facilitates the development of social, communication, and daily functioning skills, and created our one-of-a-kind Specialty Applied Behavior Analysis program, which combines applied behavior analysis services with our wraparound philosophy. Specifically, wraparound aims to keep children and their families together through individualized services developed in a family-centered, team planning process, and are provided at home and in the community. Developmental Disabilities services are funded by commercial insurance.

Among the 312 children, teens, and older youth with autism that were served in our Specialty Applied Behavior Analysis program, there were over 1,032 target skills goals, of which 71% were mastered. Other outcomes include:

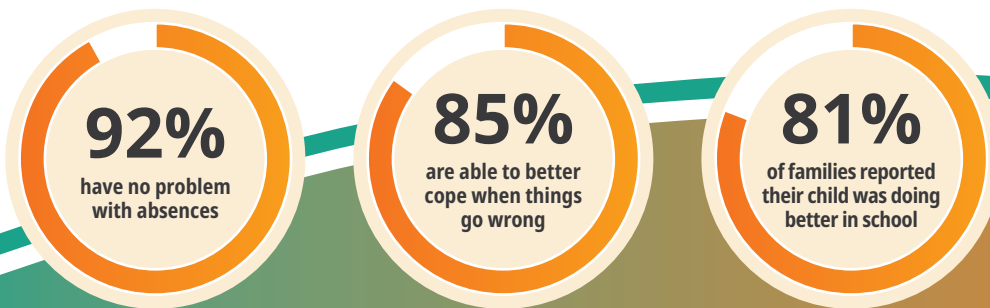


Helping students learn

Educational Support Services

Our Educational Support services are designed to help children, teens, and older youth be successful in an educational setting. These services utilize evidence-based practices and include classroom consultations, parent workshops, youth groups, and individual and family therapy. These services are primarily funded by regional mental health county contracts, or school districts.

Of the 311 children, teens, and older youth served, at the end of treatment:



“ We have enjoyed working with Uplift Family Services. The staff are wonderful, supportive, and we could not imagine working with anyone else. They are like an extension of our own family! ”

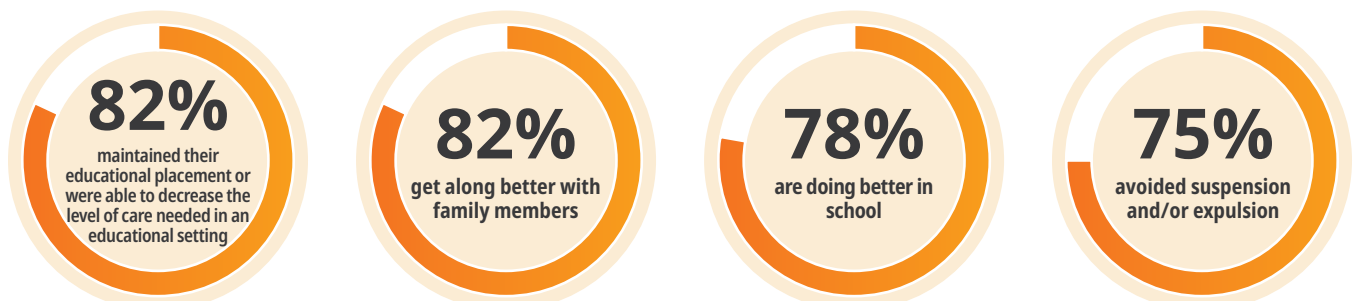
Short-term residential stability

Residential Services

Our short-term Residential services are highly structured, round-the-clock treatment programs that provide a nurturing place for children and teens to live in a neighborhood setting.

The goal of the program is to stabilize the child or teen so they can return to their permanent family home. For those who cannot safely return to their families of origin, Family Finding services are available to locate other relatives who may be able to provide a safe, loving, and supportive home. The funding for Residential services is from the County Department of Family and Children's Services and the County Department of Mental Health.

Of the 59 children and teens served, at the end of treatment:



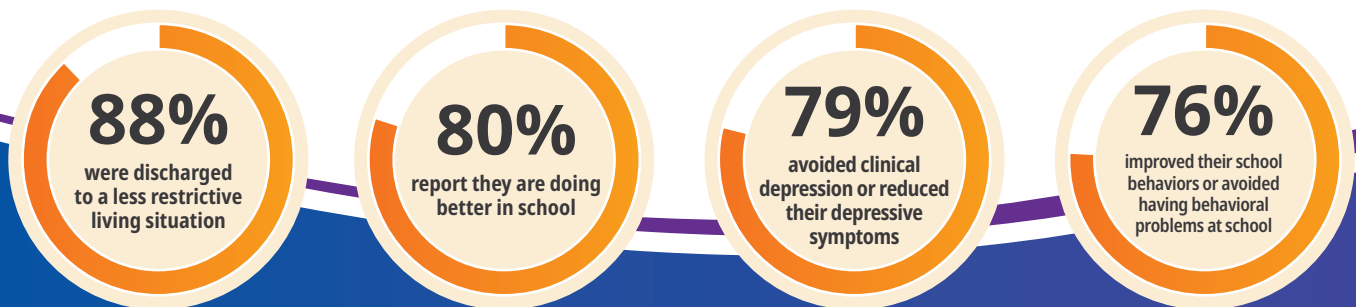
Building nurturing families

Foster Care and Adoptions

Our Foster Care and Adoptions services are guided by Continuum of Care Reform (CCR) practices. CCR is a comprehensive approach to improving the experience and outcomes of children, teens, and older youth in foster care. This new model of care was designed based on research showing that children and teens have the best short and long-term outcomes when they live with a committed, permanent, nurturing family. CCR addresses this by:

- Recruiting resource parents (formerly called foster parents) and providing them with targeted training and support so they are better prepared to care for the child living with them
- Providing behavioral and mental health services that are trauma-informed and culturally relevant, at the child's home or in their community
- Instituting Child and Family Team Meetings
- Implementing use of the Child and Adolescent Needs and Strength measure, a standardized strength-based assessment
- Advancing California's long-standing goal for group homes to become short-term residential treatment programs for intensive interventions, rather than a foster care placement

Of the 682 children, teens, and older youth served, at the end of treatment:



67 adoptions were completed in FY18



"This program changed my life forever."

Emmett's story

Emmett was homeschooled during his teen years, which negatively impacted his social and communications skills, and eventually lead to depression and extreme social anxiety. When he first moved into Uplift Family Services' Crossroads Transitional Housing program for young adults, Emmett did the bare minimum to meet the requirements of the program. However, as time went on, the support and encouragement he received from his treatment team helped improve his self-esteem, and he started to come out of his shell. He especially loved tinkering with motorcycles and trucks, so the Crossroads staff helped Emmett enroll in a local welding program, from which he graduated in May of 2018. Within two weeks, Emmett found his first full-time job. Today, he says his decision to enroll changed his life forever, and he's learned that, with determination, anyone can achieve their goals, be successful, and live a healthy, fulfilling life.



"We are a family."

The Fonda family's story

Five-year-old Krystal was matched with Michelle and Justin Fonda less than three months after the couple was certified as resource parents through Uplift Family Services, and a few months later, five-month-old Emmett was also placed with them. Michelle and Justin immediately fell in love, and both adoptions were finalized in 2014. The following year, they received a newborn baby, Wyatt, straight from the hospital and finalized his adoption in 2016. In the time since the adoptions of Krystal, Emmett, and Wyatt, Michelle and Justin have continued to improve the lives of children in their community. They have provided respite care to help another family adopt a child, and they also fostered a child until they were able to reunify him with his birth family. This year, the Capital Region had the honor of presenting the Fondas with the Family of the Year Award at the Calling Out of Names Ceremony in honor of National Adoption Awareness Month.





@upliftfamily

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.



Confidentiality of Uplift Family Services children and families has been preserved through the use of models.

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