

ANNUAL REPORT

Fiscal Year
2018-2019

*"At Uplift Family Services,
our child has found a safe
place to be honest and
share her feelings—and
we've learned how we can
support her."*



Uplift 
Family Services®

Healing families. Strengthening communities.



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HELPING MORE THAN 33,000 CHILDREN AND FAMILY MEMBERS



A letter from the President and CEO

Every day at Uplift Family Services, you—our staff, community partners, regional and statewide boards, auxiliaries, donors, and supporters—live our mission to do “whatever it takes” to provide a better life for children and families in crisis. In all of our achievements and growth over the past year, we celebrate you.

I’m proud to present this report on those efforts. In it, you’ll meet individuals like Sofia and Anthony. Their stories—and those of several others—illustrate the profound results of your wonderful support in action.

Over the past year, our programs and services continued to grow. After piloting the Specialty Applied Behavior Analysis program, which serves children, teens, and adults with autism, we have officially moved to full program implementation. With the rising prevalence of autism, which now affects as many as 1 in 40 children, and the scant number of agencies that provide the necessary support, there’s a tremendous need for these services. We are proud to have had this program

become one of this agency’s permanent service offerings, and we look forward to its continued growth and success.

We also expanded upon our existing service offerings with Child and Family Team (CFT) meetings. Based out of our Capital Region, our CFT Specialists facilitate meetings for families with Sacramento County Child Protective Services. Through this process, children work alongside their family members, trusted adults, and caring professionals to improve their safety, permanency, and well-being.

There is much more to share in the pages ahead. I thank you deeply for your continued support of this life-changing work.

In gratitude,

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



Our very own volunteer, Patrick Moya (front left), was honored by the Los Angeles Rams with the Community Quarterback Award for his dedication to Uplift Family Services’ Parent Institute program.

A CHILDHOOD LOST, A LIFE REGAINED

Outstanding Services Clear a Path from Trauma to Thriving in Community

For many, childhood is a time of carefree play. It's a time of discovery and experimentation, of freedom before the realities of work and adulthood set in. But that is not the case for every child in the United States. For some, like Sofia*, it was a time marked by looming threats and immediate danger.

At eight years old, Sofia was shuttled into the foster care system to escape a violent atmosphere at home. For the moment, Sofia was physically safe. But life in the foster care system created new problems and allowed them to fester. She was now safe and had a roof over her head, but she had no consistent support network and no constant home base to center her. This left her feeling unwanted and unmoored. By the time she was an adolescent, Sofia had fallen in with a rough crowd. Soon, the less-than-ideal environment of the foster care system was replaced with an even less forgiving one: juvenile hall.

The lives of innumerable young men and women follow a similar trajectory onto an even worse path. But Sofia was fortunate. While in detention, she was accepted into Uplift Family Services' Transitional Housing Program. Through this initiative, Uplift Family Services helps get young people back on their feet

and enables them to become strong, self-sufficient community members. The young men and women who work with Uplift Family Services learn tactics to cope with their immediate situations so that they might live independently. They also develop long-term strategies that allow them to thrive and reach their full potential in school, at work, and at home. The program connects these individuals with the public and private resources they need, all while supporting them with a dedicated team of specialists to help them learn the skills they will need to excel.

Sofia is far from alone. Poverty and the traumas it breeds can create a snowball effect, making the steps needed to overcome it especially difficult.

Each year, Uplift Family Services assists more than 33,000 children and their family members in identifying and executing the steps they need to recover, reorient themselves, and grow.

As one of the largest nonprofit behavioral health providers in the state of California, the agency plays an outsized role in helping young people heal from various kinds of trauma—ranging from addiction, to abuse, to severe neglect. Uplift Family Services accomplishes this through a sophisticated approach that includes mental health services, behavioral analysis (including for those with developmental disabilities), and countless other avenues of support. It adds up to the most comprehensive clinical service structure of its kind.

In a time of rising levels of depression and anxiety among young people, and of nearly unprecedented economic uncertainty, Uplift Family Services is able to offer not only support and care, but the space for healing necessary to find a better path forward through its carefully studied, family-centered approach. Uplift Family Services provides young people with the rapid response they need in a moment of crisis, as well as the long-term support to become healthy members of their communities. With in-school services, Outpatient Mental Health Services, and the Transitional Housing Program that helped Sofia, the organization continues to innovate solutions to the most perilous problems facing young people and their communities today.

Part of what makes Uplift Family Services so successful is that it treats each young person as an individual. It rejects the one-size-fits-all approach that plagues so many mental health organizations.

Rylle Jones, a Clinical Program Manager with the Transitional Housing program, notes that Sofia already possessed certain qualities that would allow her to succeed—qualities that the program would help her unlock, develop, and use to her advantage. “She’s resilient,” Jones says. “She’s gone through so much and wanted something better for her life. She had an internal ability to reset and try again.” Uplift Family Services does not attempt to make each of the young people it works with conform to an imagined ideal. It helps them become the best versions of themselves.

The work Uplift Family Services does has become integral to the communities it serves, and has been widely recognized as such. Cindy Chavez, a Santa Clara County Supervisor, describes the organization as indispensable to her constituents. The organization “literally changed the direction of support for children in our state,” Supervisor Chavez says. “Being able to develop responses for youth that really allow us to get children, when appropriate, back with their families, and to get children stabilized, is crucial.”



Chavez goes on to emphasize that Uplift Family Services is a leader when it comes to organizations that aim to provide comprehensive services that help children recover from trauma and maximize their potential. In fact, she takes it a step further. “I would trust [Uplift Family Services] with my own family,” she says. “They are dedicated and committed to the success of children and their families. You can see it in the way they bring initiatives forward, in the way they develop programming that is child- and family-centric. And that is so powerful.”

What is perhaps most rewarding about the Transitional Housing Program, and about Uplift Family Services as a whole, is that it does not aim to remove young men and women from their communities or cut them off from the world they know—it allows them to be beacons of stability in the places they grew up, if they so choose. In that way, Sofia serves as a case study for how Uplift Family Services can help young people rise from dire circumstances, and how those young people can now be part of

a cycle of growth and regeneration for their communities. Through Uplift Family Services, she has received not only the material assistance she needs, but has also developed the skills—ranging from budgeting skills to assembling a bookcase and setting boundaries with roommates—to successfully live independently in any environment.

Sofia has continued to thrive in this program. She is currently attending community college and working at a nonprofit agency that helps teens understand how to better their lives through restorative justice. She recently moved back into her community. Asked about her experience in our program, she says it has been a true blessing.

*Name and identifying details have been changed to protect the privacy of the individual.

“Being able to develop responses for youth that really allow us to get children, when appropriate, back with their families, and to get children stabilized, is crucial.”

– Cindy Chavez (pictured center)
Supervisor, Santa Clara County Region



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.



STATEMENT OF FINANCIAL POSITION

Total Assets:

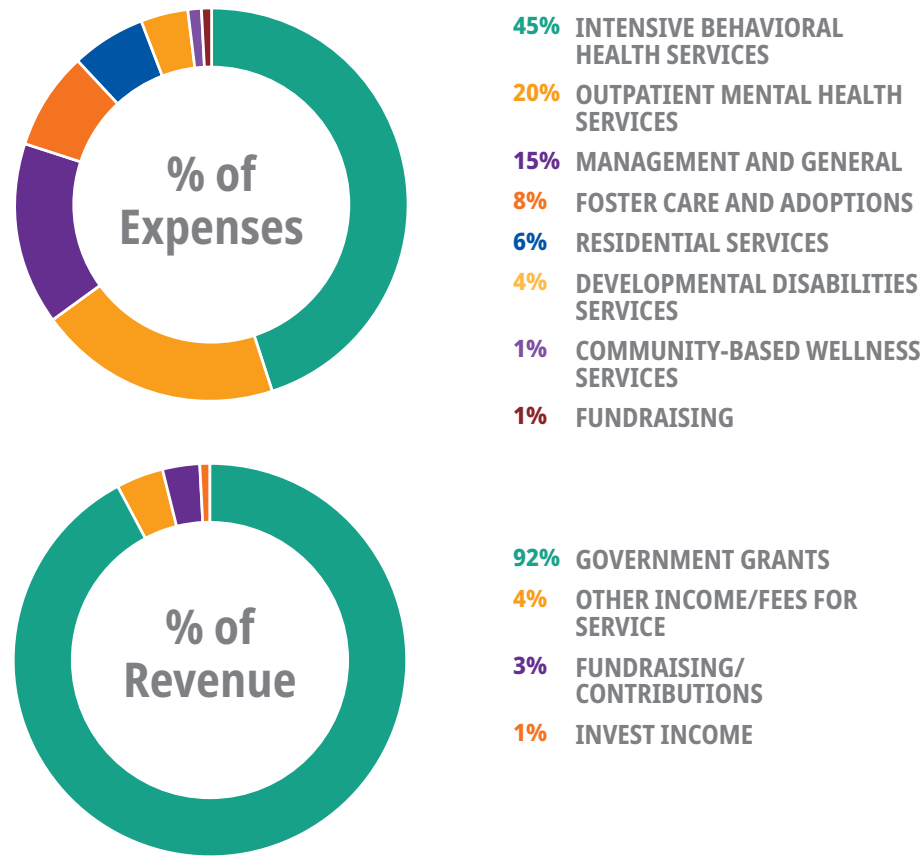
\$79,314,373

Total Liabilities:

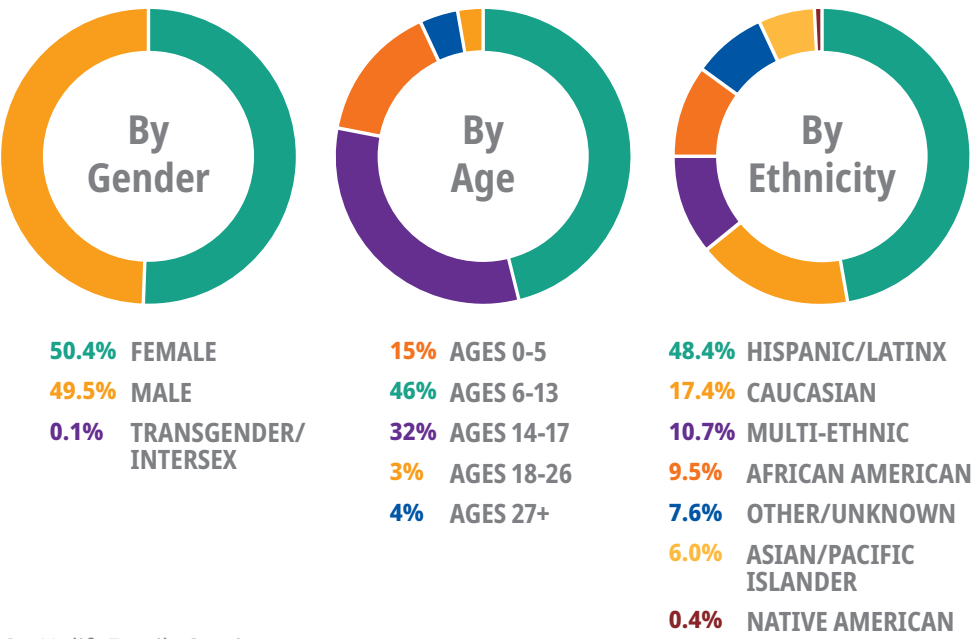
\$40,621,877

Total Net Assets:

\$38,692,496



WHO WE SERVE



SERVICES AT A GLANCE

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

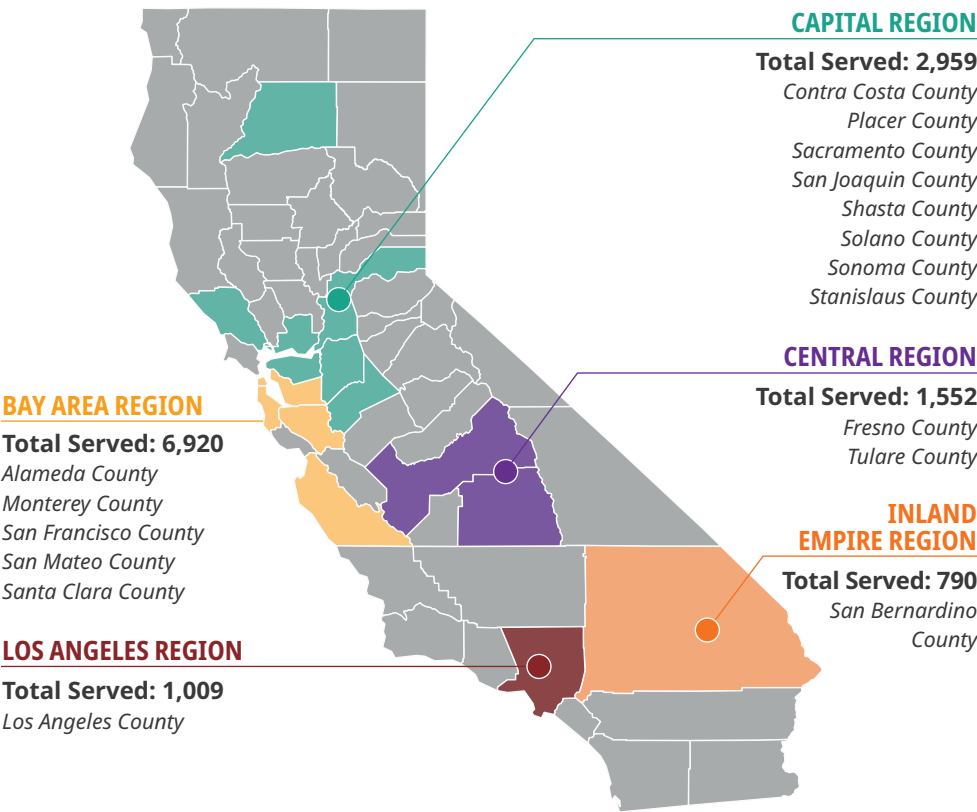
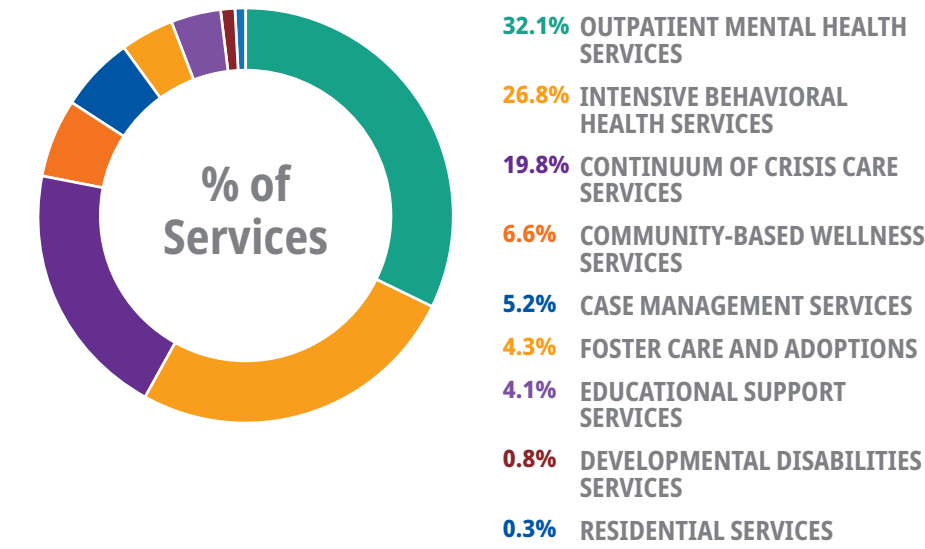
13,230

Total Family Members Served:

19,845

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

33,075





OUR 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 2018-2019.



CAREGIVER REPORT

Of the 1,810 caregivers surveyed:

- 96%** described the agency as being culturally sensitive
- 92%** report our services are easily accessible
- 87%** feel they are very involved in the treatment

“I like that services here work in a team-based format. Communication is very clean and transparent. Everyone is knowledgeable and sensitive.”

STRENGTHENING CHILDREN AND FAMILIES



IMPACT REPORT

Of the 4,296 children, teens, older youth, and adults served in our community or clinic-based outpatient programs:

- 99%** continued to stay out of trouble with the juvenile justice system
- 96%** maintained in their home or in a family setting
- 96%** avoided suspension and/or expulsion
- 85%** exhibited significantly less antisocial behavior

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.

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.

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



Anthony, 16 years old & Isaiah, 15 years old

After years of witnessing their parents' abusive relationship, Anthony became violent and had daily meltdowns, while his younger brother, Isaiah, became extremely withdrawn as a result of his brother's extreme behavior and bullying. Eventually, the boys moved in with their aunt, Alice, who was granted legal guardianship. She loved the boys like sons, but felt overwhelmed. At one point, Anthony made up an extreme story to seek attention, and CPS referred them to Uplift Family Services. They immediately had a medical review and started receiving intense in-home behavioral support. Alice says, "the staff taught the boys how to communicate and play again, and they customized parenting approaches to our unique situation. It was very effective!" Today, Anthony continues to receive services and is doing well. Isaiah recently graduated from the program and is an outgoing high school sophomore who plays football and has ambitions to become a teacher one day.

EASING TRANSITIONS AND OVERCOMING OBSTACLES



IMPACT REPORT

Of the 3,520 children, teens, older youth, and adults served in our Intensive Behavioral Health Services:

- 95%

continued to stay out of trouble with the juvenile justice system
- 88%

maintained their educational placement or were able to return to a general education placement
- 88%

avoided suspension and/or expulsion
- 87%

maintained at home or in a family setting

Six-Months Post Discharge:

- 85%

continue to stay out of trouble with the juvenile justice system
- 69%

continue to live at home or in a family setting
- 69%

continue to maintain or went to a less restrictive educational setting

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.

“My child’s therapist made her feel comfortable from day one—allowing both my child and me to feel comfortable about needing and asking for help.”

Mae, 14 years old

Mae was always an outgoing young lady who enjoyed spending time with her family and friends, but at some point, her mother noticed that her daughter was behaving differently, quickly losing weight, and appearing withdrawn. Mae’s mother reached out to medical professionals in search of assistance and was eventually referred to Uplift Family Services. When we first met Mae, she was malnourished and had been diagnosed with anorexia nervosa. She was very resistant to working with our team five days a week and having her meals monitored. Her family knew it was important to continue with treatment and supported Mae through her journey, diligently following the advice of her team. After nearly a year of providing ongoing services, Mae was successful in reaching her treatment goals. She was once again the bubbly, healthy young lady that her family loved and cherished!

STABILIZING CHILDREN IN CRISIS

Ada, 13 years old

After receiving emergency medical treatment for ingesting a large quantity of pills, Ada was transferred to Uplift Family Services’ Crisis Stabilization Unit. Her team immediately met with Ada, where she tearfully told them about the severe bullying she had been experiencing at school and online. After the assessment and stabilization process was complete, a plan was quickly put into place, and her team continued working with her post-discharge. Over the next three months, Ada identified her natural supports at school and at home, and learned how to be assertive and set limits. As her confidence grew, she decided to join the debate team where she was able to make new, supportive friends. She recently graduated from the program, and is now able to stay safely at home with her family!



IMPACT REPORT

Of the 2,595 children, teens, and older youth served in our Continuum of Crisis Care Services:

- 90%

reported the program met their needs
- 90%

were satisfied with the services received
- 83%

said they would return to the program if they needed it

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.

CONNECTING WITH CHILDREN AND PARENTS



IMPACT REPORT

Of the 859 children, teens, and older youth served in our Community-Based Wellness Services:

- 99% were satisfied with the services received
- 96% would return to the program
- 94% reported the program met their needs

“The staff working with our children are well-organized, patient, and very professional.”



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.

Cassandra, four years old

After two years in foster care due to severe neglect at home, four-year-old Cassandra was able to be reunified with her mother. However, due to her early trauma, she had aggressive and dangerous behaviors including pulling out chunks of her hair and using profane and sexually explicit language. Her mother was elated to have Cassandra back, but also felt incredibly isolated as she was still newly in recovery from alcoholism, and the pair lived in an apartment complex that experienced regular crime. After being referred to Uplift Family Services, Cassandra’s team got to work providing much-needed services, including parenting classes, access to a food bank and AA meetings, relocation to a safer neighborhood, and trauma-informed therapy. One year later, at their last session, Cassandra’s mother proudly reports feeling confident in her ability to provide for Cassandra’s needs, and reflected fondly upon the strong bond she has developed with her daughter.

WORKING WITH FAMILIES TO IMPROVE WELL-BEING



IMPACT REPORT

Of the 743 children, teens, and older youth in our Case Management Services:

- 96% said the facilitator maintained a safe environment
- 93% were satisfied with the services they received
- 93% felt their comments were considered in the development of an action plan
- 87% believe these meetings are a worthwhile process

Case Management Services

Case Management Services, based out of the Capital Region, are delivered by Child and Family Team specialists who facilitate neutral meetings for families with open cases with Sacramento County Child Protective Services. The child or teen, alongside their natural supports such as family members and trusted adults, work together with caring professionals to achieve goals for positive change and improving the child’s safety, permanency, and well-being. We use the Safety Organized Practice (SOP) model for treatment, which means considering each individual child and family’s needs and goals, using solutions-focused practices, working collaboratively, thinking critically, and focusing on behavior.

“As a parent, I was grateful to have my attorney in the meetings to advocate on my behalf, and they even had stress balls to help put us at ease.”

HELPING STUDENTS LEARN





IMPACT REPORT

Of the 539 children, teens, and older youth served in our Educational Support Services:

97%

have no problem with absences

87%

of families reported their child was doing better in school

84%


are better able to cope when things go wrong

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.

“My son loved the program and he actually looks forward to school now.”

BUILDING NURTURING FAMILIES



IMPACT REPORT

Of the 274 children, teens, and older youth living in foster care that were served:

191

adoptions were completed in FY 2018-2019

83%

improved their school behaviors or avoided having behavioral problems at school

79%

report they are doing better in school

76%

were discharged to a less restrictive living situation

Foster Care and Adoptions

Our Foster Care and Adoption Services program is a statewide leader, offering fully accredited Professional Parenting, Intensive Services Foster Care, Therapeutic Foster Care, and Adoption services. Building off this foundation, our program is undergoing a comprehensive redesign process to bring our services to “state-of-the-art” status. Information from field interviews with a broad range of experts, caregivers, and teens, combined with an in-depth review on all national and international research on best practices, inspired our approach to the redesign.

- ### Notable achievements include:
- Increasing our focus on finding homes for those who more frequently face placement challenges, including teens and children with more complex needs
 - Being recognized by the Human Rights Campaign All Children – All Families Campaign which formally recognizes child welfare agencies that are leading the field with innovative approaches to LGBTQ inclusion
 - Completing the final development stages to replace our paper-based records with a state-of-the-art electronic health record
 - Concluding our website redesign research and creating a timeline to upgrade our website to become a premier source of information for potential and current resource families (formerly called foster families)

Alex & Simon, nine-year-old twins

At just five years of age, Alex and Simon were removed from their home due to abuse and severe neglect. The boys were physically and verbally aggressive, distrusting of others, and continually running away from home, so they were placed with a Professional Parent while the team began searching for a loving, permanent home. Eventually, a resource family interested in adoption was identified, and Alex and Simon’s team provided extensive support to stabilize the boys’ new home environment, improve their behaviors, and support their mental health needs. One of the family’s goals was to get the boys consistently following directions so they could take a vacation, and eventually, their behaviors stabilized, then flourished, and they were able to travel to Disneyland. Today, Alex, Simon, and their loving resource parents have graduated from our program and are on their journey to adoption and becoming a forever family!



MEETING FAMILIES WHERE THEY ARE

Linda, 42 years old
Linda was referred to the Specialty Applied Behavior Analysis program at Uplift Family Services after she was diagnosed with an intellectual disability, anorexia, and agoraphobia. At the age of 42, she lived with her 21-year-old son with autism and neither had left their home in years. Linda hoarded animals, struggled to keep her home clean, and was unable to handle her basic daily living skills. Despite her initial reluctance for services, with the support of her team, Linda recently bathed and washed her hair for the first time in eight years! Shortly after hitting this milestone, she began taking walks outside of the home on her own, and has maintained a schedule to brush her teeth and bathe. Linda now keeps a clean home with only a few pets, and her son now has the opportunity to receive the much-needed autism services he has gone without for years.



“The counselors have been easy to contact and very responsive and helpful.”



IMPACT REPORT

Among the 135 children, teens, older youth, and adults with autism that were served:

918

treatment goals were presented to insurance companies

100%

of families described the agency as being culturally sensitive

86%

of families report our services are easily accessible

81%

of treatment goals were met

81%

of families reported their child gets along better with family members

80%

of families reported their child is better at handling daily life

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.

SHORT-TERM RESIDENTIAL STABILITY



IMPACT REPORT

Of the 37 children and teens served in short-term residential:

100%

are doing better in school

93%

avoided suspension and/or expulsion

67%

decreased the level of care needed in an educational setting

50%

maintained their educational placement

33%

get along better with family members

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.

“The staff were amazing and available 24/7. They went above and beyond.”



www.upliftfs.org



@upliftfamily



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

Tax ID# 94-2295953

Contributors: Lisa Alegria, Eleanor Castillo-Sumi, Rachel Lepold, Jessica Steele

Cover image taken by Greg Huebner

Produced by Ocean & Mountain

Designed by Melissa Zalinski

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.