

Better Together

Impact Report

Fiscal Year 2021-2022





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“ I came here at a very dark time in my life, and now I see the light. ”

Letter from CEO/President



Dear Friends and Supporters,

The evolving impact of the pandemic has exposed the increasing health inequities facing the communities we serve. Together alongside bold California system changes in behavioral health and social services, we have seen a shift in how we will serve our clients in the future.

With these challenges come opportunities to identify solutions and change.

Given the increased need for quality behavioral health services, we have seen a heightened focus on the importance of behavioral health and social services support. It confirms what we have long known to be true: mental health is essential to well-being.

While we are seeing some scaling back in funding related to the economy, current local, state and federal administrations continue to make clear that behavioral health and the attendant social services supports are central to overall well-being and are committed to funding to provide this critical safety net.

We continue to partner with our funders to provide critically needed, life-affirming services. Pacific Clinics maintains several contracts across the state and is at the forefront of California's bold five-year CalAIM (California Advancing and Innovating Medi-Cal) initiative, which seeks to integrate care across delivery systems, programs and payment structures. We participated in the state-run pilots preparing for the change, and our employees are building infrastructure and new tools to work with varied health plans across the state.

The CalAIM initiative's aspiration dovetails with Pacific Clinics' operational principles: integrated, culturally competent, trauma-informed and equitable care for each individual and community.

But now we can do even more.

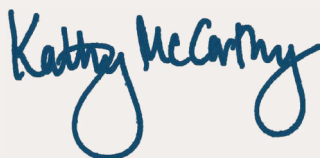
This past year we expanded. We merged Pacific Clinics and Uplift Family Services, guided by a broader new mission and promise: We deliver integrated behavioral health care and social services to advance health equity and mental well-being for children, adults and families.

Together, we offer our communities a greater range of services and programs with experienced and diverse experts to support our communities.

Our clients are at the root of everything we do. The goal is to improve lives for Californians of all ages by addressing as many social determinants of health and providing as much access as possible. Our mindset is: Whatever it takes.

As you read this report, we know you will join us in feeling that sense of hope, optimism and confidence that we can make this world a better place together.

With gratitude,



Kathy McCarthy
CEO/President

Our Merger

On March 1, 2022, Pacific Clinics and Uplift Family Services announced their merger under the name Pacific Clinics. This expansion enabled us to fill a critical gap in providing access to mental health services to all Californians, with a broad range of quality services offered to qualifying individuals and families.

The newly merged organization brings over 150 years of experience providing unparalleled care. Uplift Family Services has a rich history of quality, trauma-informed care for children, teens and families. Pacific Clinics offers exceptional programming from birth to older adults with experience providing culturally responsive services, housing and job training.

Together, we envision a brighter future for our team, our partners, and the people we serve.



Scan the QR code
to learn more
about our merger



Together, We Are Pacific Clinics

[View the merger video](#)

Who We Are

Pacific Clinics is California's largest community-based nonprofit provider of behavioral and mental health services and supports. We offer a full range of innovative, research-based services, social services, early and continuing adult education and supportive services. Our unmatched continuity of care provides life-changing services to children, individuals, older adults and families.



Vision

A world in which all people realize health and well-being.



Mission

We deliver integrated behavioral health care and social services to advance health equity and mental well-being for children, adults and families.



2,100

Employees



22

Languages offered to provide services



60

Sites where we offer services, in addition to schools, homes and communities

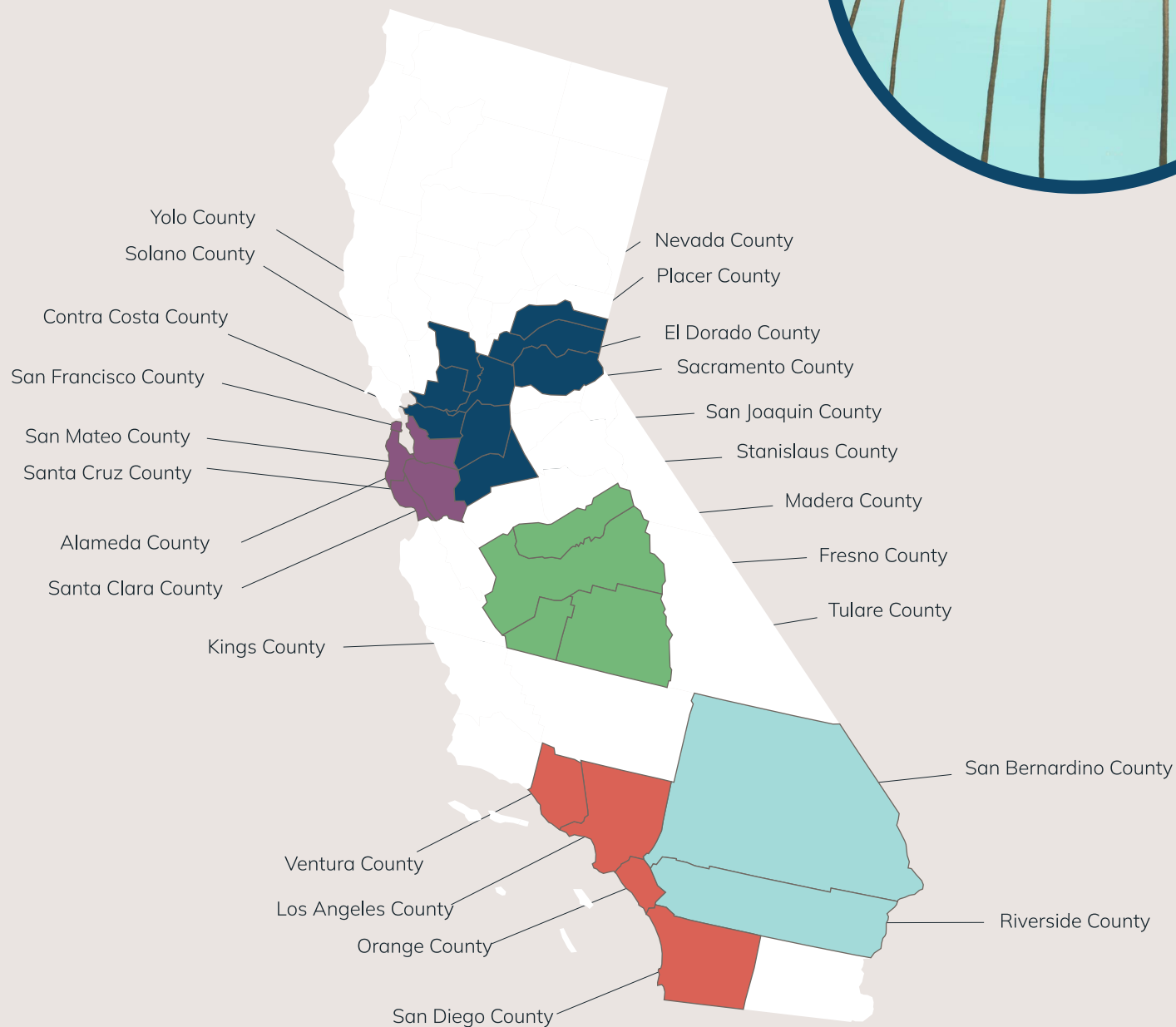
Where We Serve



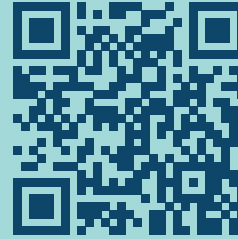
- **Capital Region**
Total Served: 5,331
- **Bay Area Region**
Total Served: 10,067
- **Central Region**
Total Served: 1,511
- **Inland Empire Region**
Total Served: 812
- **Los Angeles / South Coast, San Diego Regions**
Total Served: 16,392

34,113*
people served

**The agency serves ~25,000 unique clients. The figure above is higher to represent some clients enrolled in multiple programs at once.*



Stories of Hope



Scan the
QR code
to watch
Herman's
story

A Home for Herman

Herman is an aircraft mechanic who, after several traumatic situations – his father's sudden death and mother's health rapidly deteriorating and ultimately passing – led him to use methamphetamines. Subsequently, he lost his job and home, leaving him unhoused. Herman was linked to Pacific Clinics, which helped him find a fully equipped apartment near Los Angeles. Our services include providing double security deposits to wary landlords, rent coverage if a resident's Supplemental Security Income or General Relief gets cut, regular home visits to ensure the resident maintains the home, coaching and advocacy. Herman now has a safe place to call home.

[Watch the video](#)

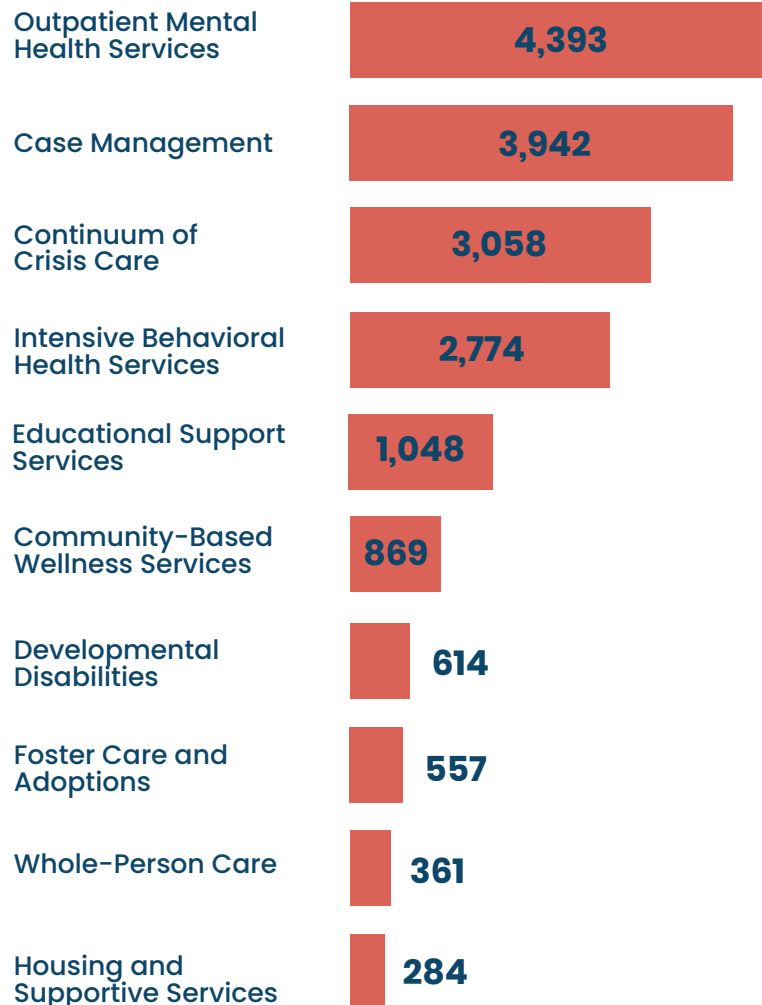
**“ I’m starting to learn to love myself again.
I’m very grateful. ”**

How We Help



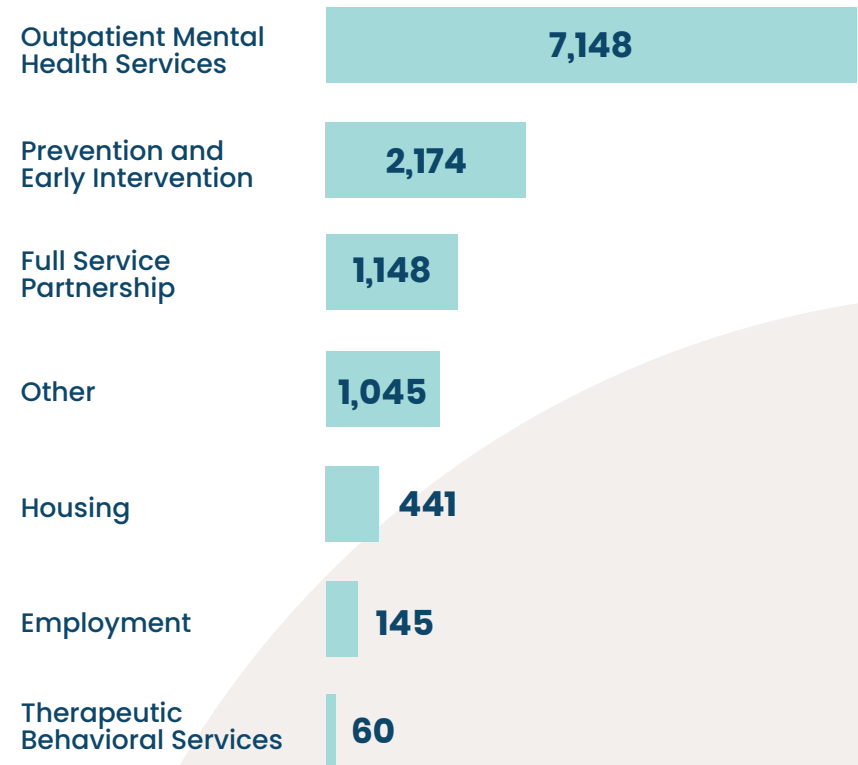
Heritage-Uplift Family Services

Number of Clients



Heritage-Pacific Clinics

Number of Clients



Throughout this report, you will occasionally see the terms “Heritage-Uplift Family Services” and “Heritage-Pacific Clinics,” which refers to the individual agencies’ work prior to our March 1, 2022 merger.

Services Offered



Behavioral Health

- Mental Health Services
- Care Coordination
- Crisis Intervention and Support, School-Based Programming
- Substance Use Disorder Treatment
- Psychiatric and Medication Administration
- Neurodevelopmental Services



Social Services

- Community-Based Wellness
- Foster Care and Adoptions



Early and Continuing Adult Education

- Head Start Early Education
- Continuing Adult Education



Supportive Services

- Housing, Employment Training and Placement
- Meal Service Programs



Employee Testimonials

“

I feel like this is in line with my purpose. Every day, I don't feel like I'm working. You get to see people who don't trust, reach out and trust.”

“

It's a humbling experience being a part people's lives on purpose and being a part of people's lives because they need you.”

“

I love that our agency offers whatever our community needs.”

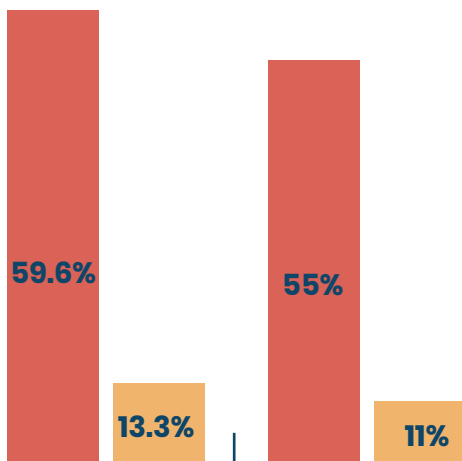
Addressing Client Needs Over Time

Among the **4,422 children**, **1,809 transitional aged youth** and **150 adults** we assessed, we helped reduce clinical needs from intake to discharge.



Children

0 To 15 Years



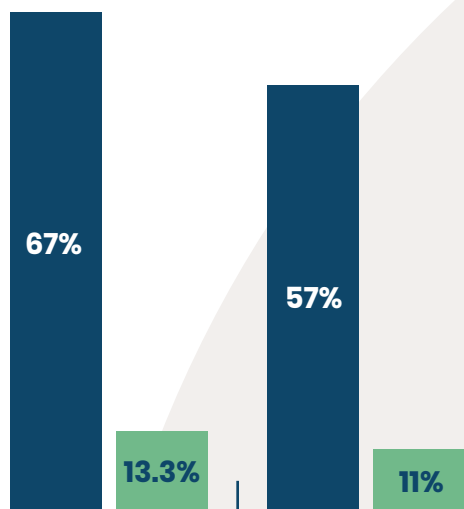
Social and Family Interactions

Behavioral and Emotional Needs



Transitional Aged Youth

16 – 25 Years



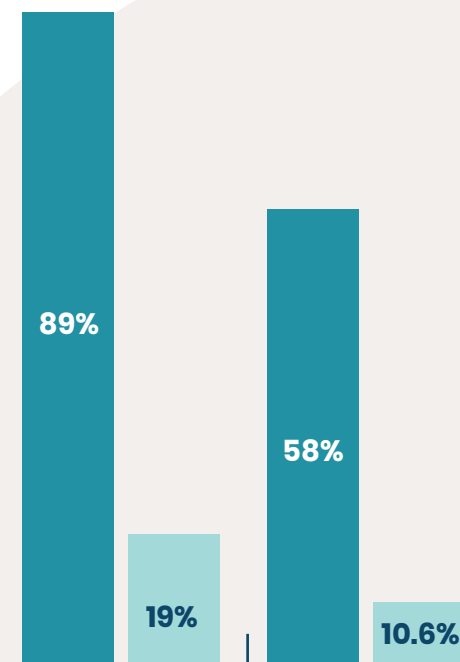
Social and Family Interactions

Behavioral and Emotional Needs



Adults

26+ Years



Social and Family Interactions

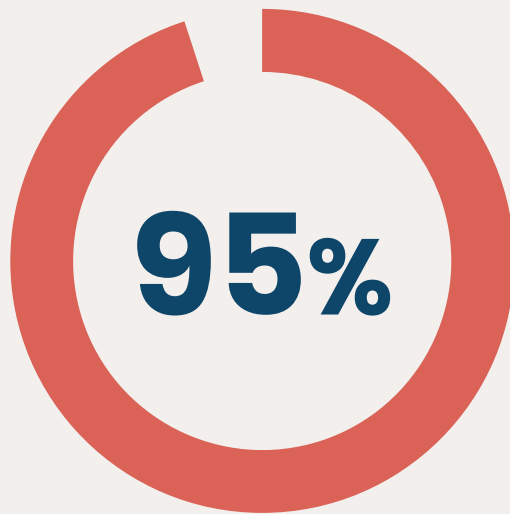
Behavioral and Emotional Needs

Improving Children's Lives

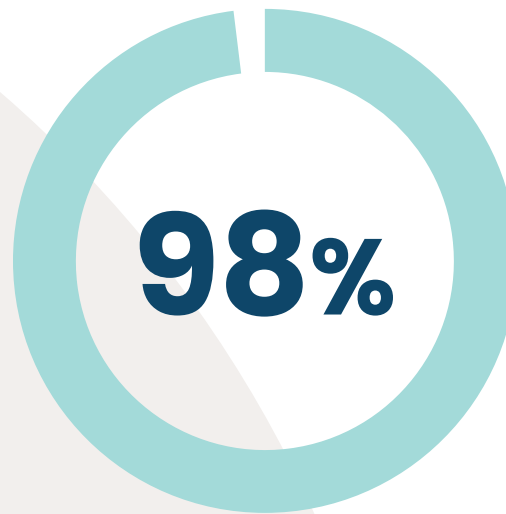
Among the **2,620 children and youth** served and discharged through Wraparound programs in all heritage-Uplift Family Services regions and the Therapeutic Behavioral Services in the Capital Region, we improved outcomes.

Core Evaluation Data

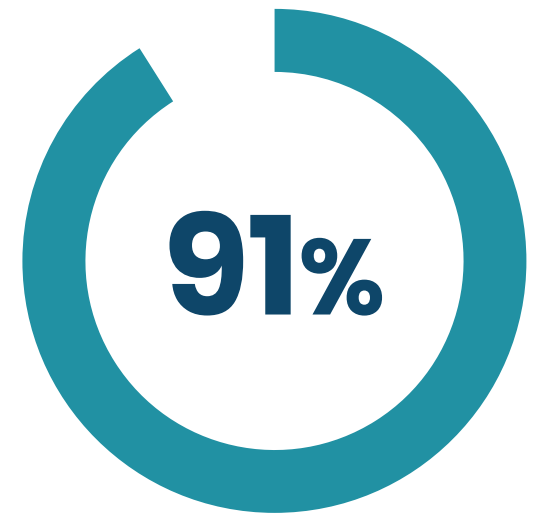
Among clients who were discharged from our programs, they:



**Maintained or returned to
their educational placement**



**Stayed out of trouble with
the juvenile justice system**



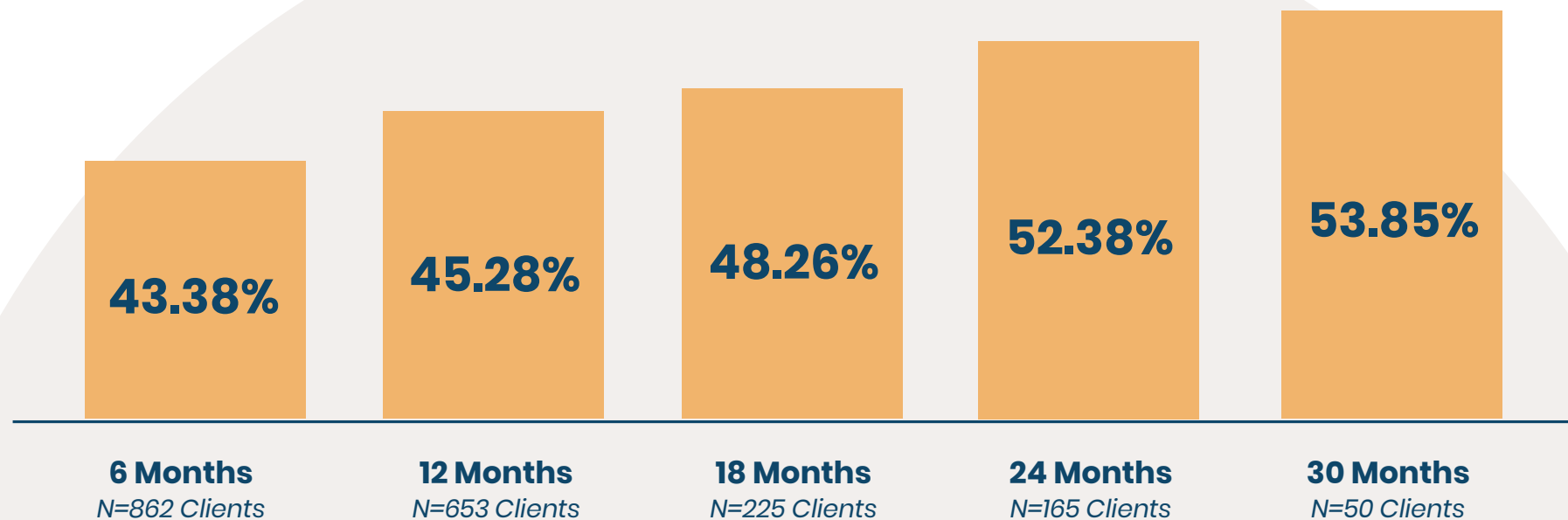
**Maintained at home or
in a family setting**

Mental Health is a Journey

Among those surveyed in the Greater Los Angeles area, most clients experienced positive changes, such as better functioning, engagement in therapy, symptom management and medication compliance, after receiving therapy for 30 months. Despite the higher acuity of challenges associated with longer time in therapy, clients still consistently showed improvement over time.

Client Improvement

Positive Change Since October 2019 Intake





Scan the QR
code to watch
Ty's story

A Chosen Family for Ty

Ty, a young adult who identifies as nonbinary, lost their mom at a young age. While home life was uncertain with their dad, who wasn't able to fully accept that Ty wouldn't be keeping their birth name, Ty found Pacific Clinics' Hope Drop-In Center – a program that offers a place of belonging to youth ages 16–25 in San Jose, Irwindale and Oxnard. The Hope Drop-In Center provides youth access to warm food, hot showers, laundry services, help with homework and preparing for job interviews, and a safe and accepting environment. During this time, Ty petitioned for a legal name change, and when they received their newly revised birth certificate, the Pacific Clinics team called it their “birthday” and hosted a celebration.

[Watch the video](#)

“

It's extremely validating – in the little family that we have here, we've always been very supportive of one another. ”

Who We Help

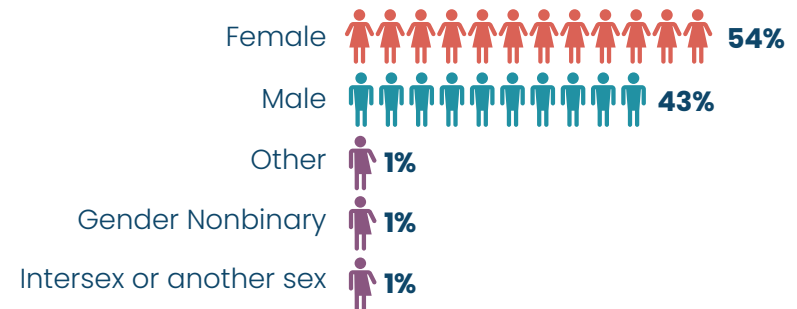
Our team works to positively impact and create a brighter future for Californians. The following data illustrates our life-affirming work and our commitment to equitable services, holistic and person-centered quality care.



Sex Assigned at Birth



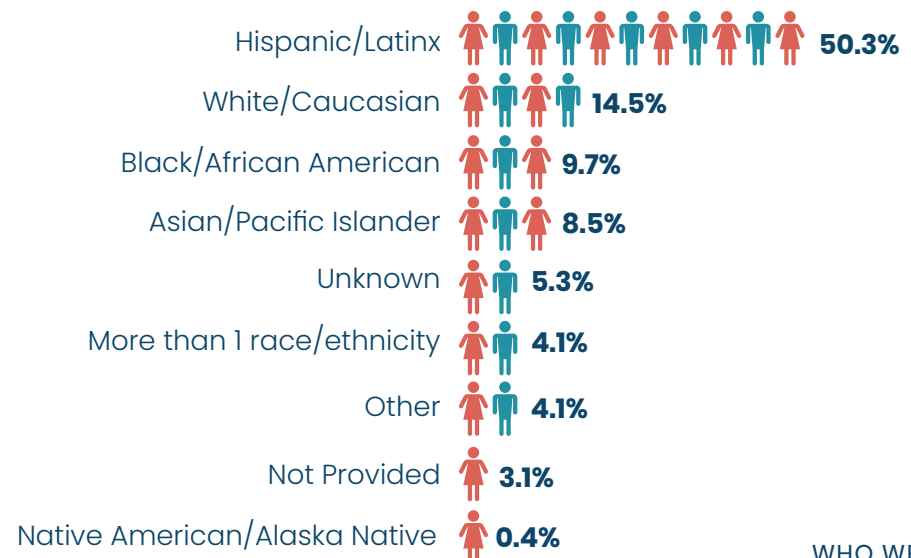
Gender Identity



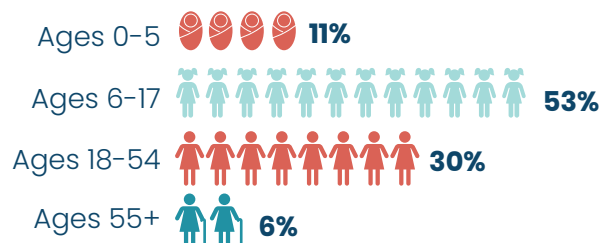
Sexual Orientation



Ethnicity



Age at Admit





73%

of our clients identify as Black, Indigenous and People of Color (BIPOC)

23%

of our clients identify as a member of the LGBTQ+ community



449

unduplicated students who attended the Recovery Education Institute



2,200+

individuals trained at the Pacific Clinics Training Institute



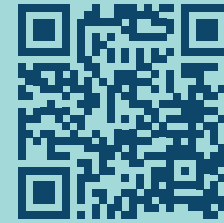
1,267

clients were provided housing, including placing youth into caring foster care, professional parent homes, and permanent, supported, transitional and temporary housing



180

clients were provided with employment services, such as resume development and job placement



Scan QR code
to watch
Maryam and
Darius' story

Maryam and Darius Learn Together

By Darius' first birthday, his mother, Maryam, knew something was wrong. He wasn't speaking, and his parents were concerned about his social interactions with friends and family. He was referred to Pacific Clinics for autism testing but found so much more. "We noticed that not everyone had autism; our clients had other needs, learning disorders, dyslexia, Tourette's," says Melissa Newman, senior clinical director. In response, Pacific Clinics developed a comprehensive neurodivergent treatment program with centers. The sites are safe and enriching, addressing diagnosis and treatment under one roof in a small social setting. Parents also receive support and coaching. Now, Darius plays cooperatively and speaks in full sentences.

[Watch the video](#)

“Everyone here has helped me through the most traumatic things in my life,” says Maryam, whose son, Darius, didn't speak until he started visiting the center. Now, she says, “He has come so far. ”

Client Satisfaction



Clients are extremely pleased with the services they are receiving:

92%

of heritage-Uplift Family Services clients were highly satisfied* with **our services**.

**rated an average of 4 or higher out of 5 on all survey questions*

98%

were satisfied with the
**Cultural Sensitivity
of Providers**

97%

were satisfied with their
Access to Services

92%

were satisfied with their
**Participation In
Treatment Planning**

92%

were satisfied with their
Quality of Care

86%

were satisfied with their
Treatment Outcomes

“

*I was able to understand
what was going on with
me and find peace.*

”

“

*The services really helped
build communication
skills and expression.*

”

“

*I was able to talk openly
about how I feel; that
is the best thing that
happened to me.*

”

We Could Not Have Done It Without You!

Pacific Clinics is exceptionally grateful for donors and volunteers who generously give their time and resources to support our life-changing and life-saving work. The following are a few stories the fundraising team wrote, highlighting the impact and accomplishments over the past year.



The Sikand Foundation Invests in Housing

by **Samanthi Gamage**, Vice President, Foundation and Corporate Strategy and Engagement

Pacific Clinics' partnership with The Sikand Foundation began in 2020. The passion and vision of the foundation's President, Annette Sikand, to address the growing housing need for people experiencing homelessness in Los Angeles, led to the first \$15,000 for our Housing Program in 2020 (the total gifts to date are \$60,000).

Our supportive housing facilities include Rampart (28 men) in LA (MacArthur Park), Western (22 women & 13 men) in South Central LA, Casa Maria (16 men), and Hestia House (8-10 Transitional Age Youth) in Pasadena. We also work with partner agencies and administer Section 8 vouchers to help our clients secure housing. These partners include Brilliant Corners, St. John's, PATH, People's Concern, Union Station, Foothill Unity Center, Hillside, Housing for Health and The Salvation Army.

The Sikand Foundation grant helped supplement other funds to provide housing services to 400 clients, including securing permanent housing for 125 (90% expected retention rate). Additionally, a National Council for Mental Wellbeing study (October 2021) shows that supportive housing helps decrease substance use by 65%, reduces the probability of relapse by 47%, lowers the incarceration rate by 9% and increases employment by 76%.



Ming Quong Alumni Restore Historic Arch

by **Darren DeMonsi**, Senior Director of Fund Development, Bay Area Region

In March of 2022, more than 60 people gathered to celebrate the renovation and rededication of the 85-year-old Ming Quong gateway arch on Pacific Clinics' Los Gatos campus.

The campaign to restore the historic arch that marked the entrance to the orphanage from 1936-1959 began one year ago. Alumnae of the Ming Quong Home successfully raised more than \$25,000 in eight weeks, which made it possible to restore and renovate the arch, fix the surrounding landscape and bench and install a plaque. The finished product will be a point of pride for generations to come.

Amongst the many attendees of this event were Los Gatos Mayor Rob Rennie, Vice Mayor Maria Ristow, and Council Member Marico Sayoc, as well as Pacific Clinics' Regional Executive Director Don Taylor and Chinese Historical and Cultural Project Co-Founder Gerrye Wong. Ming Quong Home alumnae Dr. Elena Wong Viscovich and Janet Chang were also in attendance and spoke about the history of Ming Quong and the more than 400 children who passed through its gates.



Pacific Clinics Receives \$650,000 in Emergency Relief for Clients in Los Angeles

by **Alison Raitt**, Senior Director of Fund Development, Los Angeles / South Coast Regions

In early 2022, the Los Angeles community was elated to receive the agency's largest restricted donation of \$650,000 for emergency relief support for families facing insurmountable bills such as rent, possible power outages due to lack of payment and struggles with food insecurity. To date, Pacific Clinics has approved over 30 applications for emergency relief assistance. Children and families receiving services from Pacific Clinics in Los Angeles County often live at or below the poverty level. They were among the hardest hit by pandemic unemployment, and their financial recovery has been among the slowest.

An award recipient shared that during the pandemic, the family's children tested positive for COVID-19 and could not go to school. As a result of the parent staying home and not working to care for the kids, the family fell behind on rent and struggled financially. The family did not qualify for most of the stimulus given throughout the year. The COVID Relief Fund offered support to catch up on rent bills and provide one less worry for the family and their children. By providing families with hope and the promise of brighter days ahead, this generous commitment is truly saving lives one day at a time.



Financials

Statement of activities and charges in net assets

Support & Revenue

Contributions	\$4,300,691
Sales to the public, net	\$805,509
Change in value of perpetual trusts	\$(351,435)
Total support	\$4,754,765
Government grants & fees	\$134,474,321
Investment income (loss), net	\$(4,056,718)
Rental income	\$442,771
Other income	\$10,033
Fees for services	\$11,470,612
Total Revenues	\$142,341,019
Total Support and Revenue	\$147,095,784

Expenses

Foster Care	\$6,841,614
Early Education	\$4,293,873
Behavioral Health Services	\$114,689,492
Total Program Services	\$125,824,979
Management & General	\$23,428,274
Fundraising	\$1,538,761
Total Expenses	\$150,792,014
Total Support Services	\$24,967,035

Change in net assets	\$(3,696,230)
Increase via merger	\$8,249,311
Net assets at beginning of year	\$46,530,796
Net assets at end of year	\$51,083,877

Statement of financial position

Assets

Cash	\$8,173,499
Investments	\$29,020,020
Accounts and grants receivable, net	\$40,692,108
Pledges and bequests receivable	\$85,000
Prepaid expenses	\$3,114,022
Total Current Assets	\$81,084,649
Fixed assets, net	\$15,325,513
Deposits	\$652,798
Cash value of insurance	\$117,454
Pledges and bequests receivable - long term	\$100,000
Beneficial interests in perpetual trusts	\$2,106,756
Investment in time share	\$7,400
Total Assets	\$99,394,570

Liabilities

Accounts Payable	\$6,614,199
Accrued compensation and taxes	\$12,411,774
Workers compensation reserve	\$620,896
Accrued interest	\$73,336
Grants payable	\$17,602,103
Deferred lease liability	\$793,628
Capitalized lease obligation, current	\$118,643
Notes payable, current	\$80,513
Line of credit payable	\$9,500,000
Total Current Liabilities	\$47,815,092
Note payable, net	\$189,843
Capitalized lease obligation, net	\$305,758
Total Liabilities	\$48,310,693

Without donor restrictions	\$22,960,670
Without donor restrictions, board designated	\$22,011,423
With donor restrictions	\$6,111,784
Total net assets	\$51,083,877
Total Liabilities & Net Assets	\$99,394,570



\$99,394,570

Total Assets

\$48,310,693

Total Liabilities

\$51,083,877

Total Net Assets





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