



Pacific  
Clinics®

# Inspiring Hope Through Healing

2023 - 2024 IMPACT REPORT



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## Dear Friends and Supporters,

Pacific Clinics, with more than 150 years of experience, is one of the longest-operating behavioral health service providers in California. At every step, we've maintained a care-centered approach that prioritizes the individual needs of the people we serve and their diverse cultures and values.

Ten principles, known as Our Promise to You (graphically represented on the facing page), drive everything we do at Pacific Clinics. Together, they form our north star, guiding how we deliver mental and behavioral health services, education and support services, including foster care and social services, housing, continuing adult education and early childhood education programs.

These pages will tell you about our life-changing work, which last year reached over 100,000 children, individuals, older adults, and families across California.

Our Promise is woven into every statistic and story you will read here.

Our team of 2,100 dedicated professionals come from and live in the communities we serve, speaking multiple languages and ensuring we reach underserved populations in culturally and linguistically responsive ways.

Our goal is to help create life-affirming solutions that inspire hope and encourage people to reframe hardships into fuel to pursue their dreams and unlock their full potential.

Above all, our principles define the core promise we make to people seeking to improve their mental health and wellness.

Our clients are not alone on this journey – together, we build a tailor-made support team, treatment plan and path to recovery that honors life experiences, strength and resilience.

Above all, this transformative work is a partnership between our dedicated Pacific Clients team, the courageous people we serve, and—of course—our generous supporters.

We are so grateful to our partners and supporters for your unwavering commitment to expanding access to mental health care and building a healthier future for all Californians.

Together, we will continue transforming lives and providing hope and healing. Thank you for being a part of this journey.

With gratitude,



**Kathy McCarthy**  
Chief Executive  
Officer/President



**Heather Jones**  
Chair, Board of  
Directors

# Who We Are

## MISSION

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

## VISION

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

# Our Promise To You



**Natural Supports**



**Team-Based and Collaborative**



**Strengths-Based**



**Culturally Respectful and Relevant**



**Individualized and Needs-Driven**



**Welcoming and Unconditional**



**Person/Family-Centered**



**Trauma-Informed and Resiliency-Oriented**



**Inspiring Hope**



**Research and Data-Driven**



Learn more about our promise to you

# Our Impact

## Our Impact at a Glance

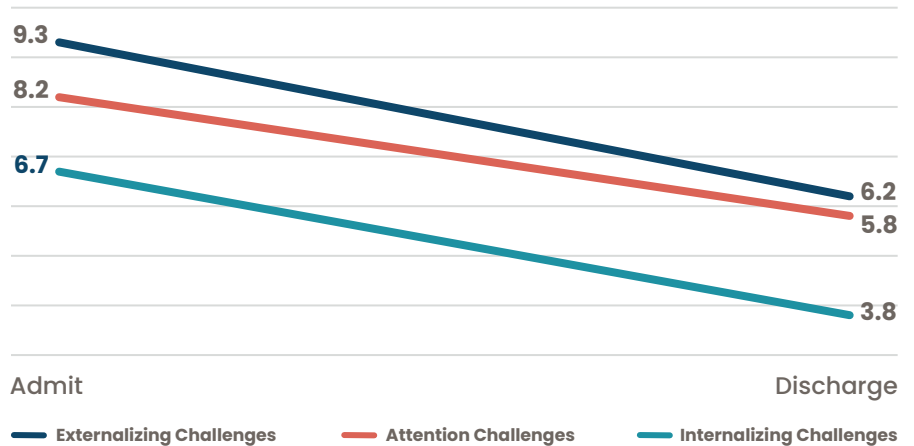
# 50%

### Average reduction of children's and youth's needs over 18 months<sup>1</sup>

In 2024, Pacific Clinics' experienced clinicians addressed at least 50% of a client's needs within the first 18 months of treatment – up 4% from last fiscal year.

Needs and strengths are measured using the Child and Adolescent Needs and Strengths (CANS) assessment on individuals from birth to 20 years of age and can include homelessness, substance use, suicidal thoughts, trouble sleeping, depression, domestic violence and more.

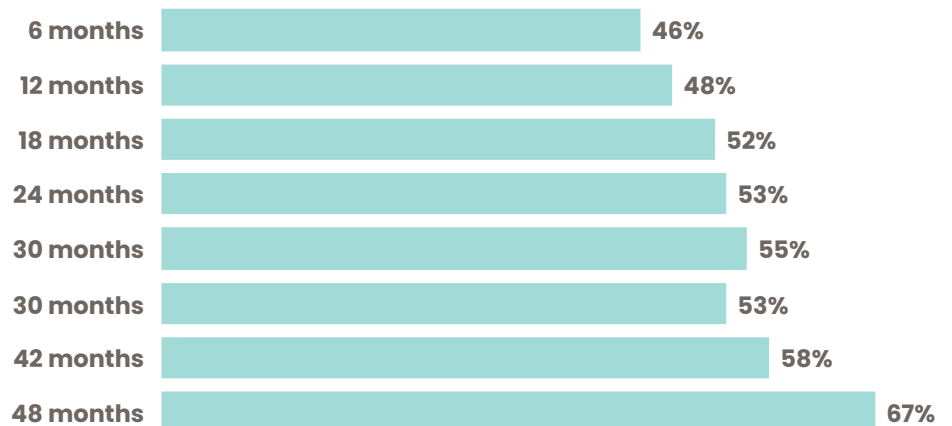
### Children Experience Reduced Behavioral and Emotional Challenges at Discharge<sup>2</sup>



Children see a significant reduction in their Pediatric Symptom Checklist (PSC)<sup>3</sup> scores at discharge. Attention challenges can be fidgeting; externalizing challenges can be conflicts with others; internalizing challenges involve inner distress and mood.

### Mental Health is a Journey<sup>4</sup>

Among those surveyed in the Greater Los Angeles area, most clients experienced positive changes and consistent improvements, such as better functioning, engagement in therapy, symptom management and medication compliance after receiving therapy for 30 months.



<sup>1</sup> n = 3,555 children and youth aged birth to 25

<sup>2</sup> n = 1,624

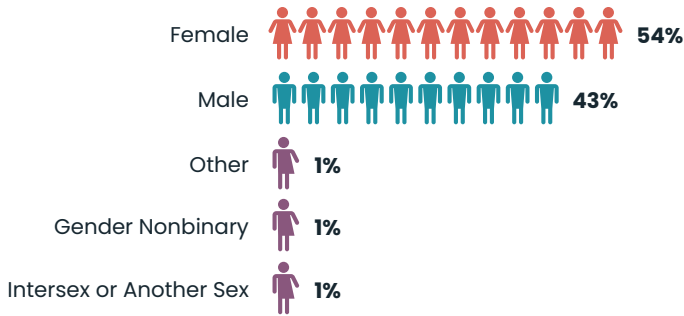
<sup>3</sup> PSC is a psychosocial screen designed to facilitate the recognition of cognitive, emotional and behavioral challenges.

<sup>4</sup> n = 3,545

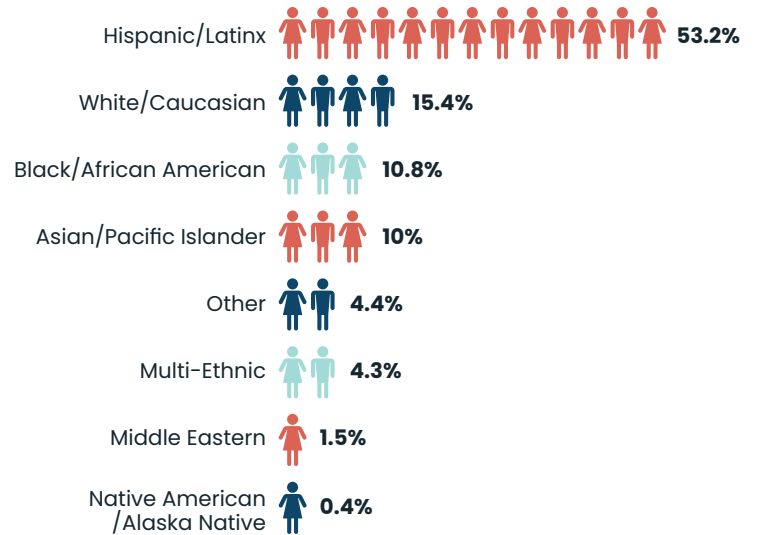
# Our Impact

## Who we Impact

### Gender Identity



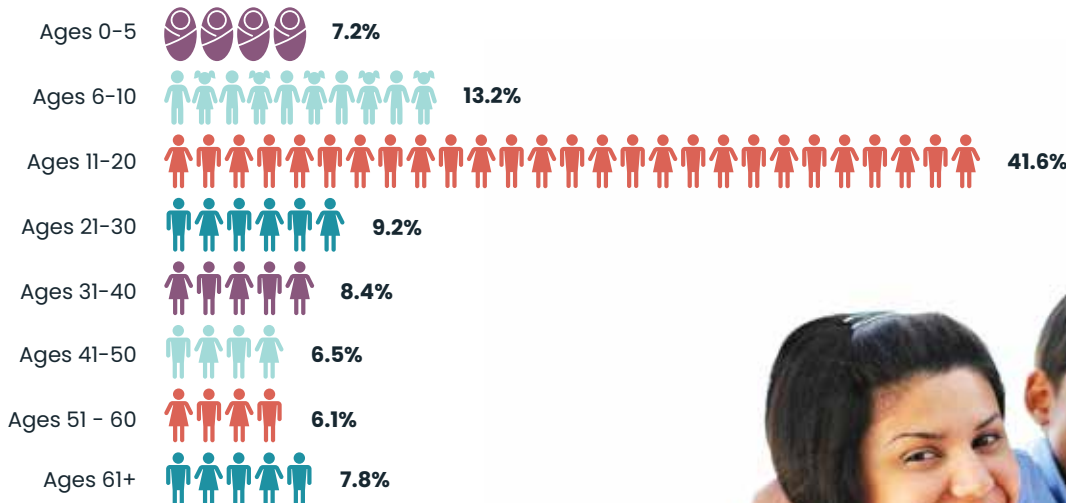
### Ethnicity



### Sexual Orientation



### Age at Admit

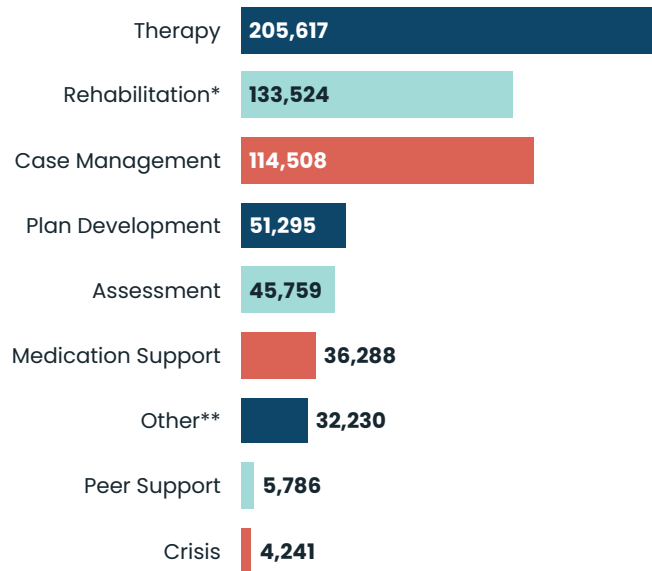


# Our Impact

## How we Help

### Number of Services by Category

At Pacific Clinics, we offer a wide variety of treatments and services to support those with mental or behavioral challenges. As displayed in the chart below, we provided thousands of services.



\*Rehabilitation includes daily living skills, social skills and intensive care coordination.

\*\*Other includes housing and unemployment services.

## Where we Serve

### Number of Clients Served by Region

**28,354**

**Individual clients served** with mental and behavioral health services, including therapy, housing, employment, community supports and enhanced care management.



**79,010**

**Outreach efforts statewide**, including diaper and food distribution, community events, prevention and intervention education.\*

**107,364**

**Total reached and served.**

\*The agency serves ~28,350 unique clients. The figure above is higher to represent numerous interactions, clients enrolled in multiple programs or receiving various services at once.



Watch Conrad's Story  
[youtu.be/-di2lvmtmvA](https://youtu.be/-di2lvmtmvA)

# Opening Doors To Behavioral Health Careers

## Recovery Education Institute

Growing up, Conrad felt the stigma and shame of mental health challenges. Worried that he would inherit his father's schizophrenia, he battled depression and alcoholism.

Then, after taking a mental health first aid training course at Pacific Clinics' Recovery Education Institute (REI), a shift happened. The shame lifted. Conrad better understood his father's illness. He no longer felt so alone. And he found meaningful work in the mental health care field through training at REI as a certified mental health worker.

For people living with mental health challenges – or those, like Conrad, who have a family member living with a mental health challenge – REI provides support along a career path in the behavioral health field.

Conrad, who now works at one of REI's partner agencies and recently obtained his state certification as a peer support specialist, recognizes that what was once a hardship is now a source of strength and purpose: "Now I know that by helping others, you help yourself."

*"We understand what it feels like to struggle and we also understand what it feels like to find hope. The purpose of our program is to empower and give hope to those who are ready and willing and want that lifeline."*

– Annie Medina, Assistant Director of Education Services



# Breaking Cycles of Addiction and Generational Trauma

## Employment Services

For Deondri, the road to recovery started with a chance meeting on the bus with someone whose life had been transformed by Pacific Clinics. After that fateful encounter, he decided it was time to get help.

Deondri walked in the doors to Pacific Clinics' Portals location in Los Angeles to free himself from the drugs and alcohol that had long been his means of coping with generational trauma and abuse. This site offers mental health services, substance use treatment, housing and employment services for young adults between the ages of 15 and 25, also known as transitional-aged youth, and adults.

That was 13 years ago – and while the path hasn't been easy, Deondri's team never gave up on him, even in times when he had given up on himself.

During his time with Pacific Clinics, Deondri worked with his care team to tackle treatment for co-occurring mental health and substance use and assistance with obtaining housing. The employment services team prepared him to re-enter the workforce with mock interviewing, resume writing and transportation to job interviews.

Today, Deondri is proud to mark a clean and sober milestone of almost a year. He has a full-time job with Homeboy Industries, a gang rehabilitation and re-entry program. He is also working towards a high school diploma and plans to pursue a degree in music business and engineering, all with the guidance and support of his team.

Deondri says the Pacific Clinics team restored his hope and belief in himself – and provided life-saving direction.





Watch Deondri's Story  
[youtu.be/zaWcx4FV6dE](https://youtu.be/zaWcx4FV6dE)

*"No matter how dark my situation, my team at Pacific Clinics always found a way to lift me up."*

– Deondri



Watch Selena's Story  
[youtu.be/kspkjM-Hnv8](https://youtu.be/kspkjM-Hnv8)

# Safety and Specialized Support for Young Adults

## Drop-In Centers for Transitional-aged Youth

At age 20, Selena found herself facing challenges. As a child, she had lost a family member to suicide, was depressed, bullied, and had trouble socializing due to a physical disability.

Then she found Pacific Clinics' TAY Tunnel in Oxnard, a center that empowers youth ages 15-25 to take an active role in creating positive lifestyle changes within a supportive, safe and understanding environment.

In the center's welcoming and safe environment, she began meeting with a peer partner, who understood Selena's challenges having been through the same program themselves, making them less intimidating than a therapist. Her peer partner helped her strengthen her relationships and socialization skills, offered her other supports and connected Selena to health care and, eventually, a therapist. "They were there for me every step of the way," Selena recalls.



*“It’s really important that they come to a place where there’s no judgment.”*

– Herman Corteza, Corporate Director of Community Integration Services

With locations in San Jose, Irwindale as well as Oxnard, the centers provide support with everything from health care and housing to mental health services and job placement. These centers are places where youth can be themselves, be social and find acceptance. They also allow youth to handle needs as simple as doing laundry or taking a shower.

Selena is proof that these supports can be life-changing. Five years after first walking into the center, she is now helping other youth as a peer partner – her first job.

“It’s emotional, but at the same time, it is very uplifting,” Selena says of her work. “I really want to do something for someone else.”

Selena combines her own lived experience with a sense of empathy to connect with youth at the center. Now two years into working at TAY Tunnel, she wants to continue assisting other youth, providing them the aid and support she once received.

“I’ve always wanted to help people,” she said. “I love the hands-on experience of sharing my wellness journey and helping others find theirs.”



# Creating Stable, Loving Families

## Foster Care and Adoption Services

Two children. That was the plan for married couple Lawrence and Diego of Madera, Calif.

They considered surrogacy, but chose instead to explore foster care. “We just felt like, why bring more lives into the world when there’s so many that need guidance and love?”

So the couple applied to become resource parents with Pacific Clinics. Thousands of California children are in need of stable, supportive homes, and Pacific Clinics helps resource parents – formerly known as foster parents – provide just that. Our resource family recruiters help interested families understand how they can help and guide them through the application process.

Just a few months after contacting Pacific Clinics, Lawrence and Diego learned about a group of siblings who had been separated for years in different foster homes.

They agreed to take three children, and, after a year of visiting the kids’ sisters at a foster home in Merced, decided to reunite the siblings.

Today, Lawrence and Diego are the proud – and busy – parents of not two, not three ... but seven children.





The siblings, who are 14, 12, 11, 10, 9, 8 and 3 ½, are flourishing.

The kids have experienced many firsts with Lawrence and Diego – from being on a plane and playing in the snow to visiting Disneyland. The six oldest kids are all involved in sports or play at least one or more musical instruments.

As for the couple, they put it this way: “Well, you know, we are running a little thin, but we are managing. And the kids are great. We get it done.”

They have lots of help from family nearby. And their schedule is uncomplicated since they both work in schools – Lawrence as a nurse and Diego as a music teacher.

Two years into this journey, the adoptions have been finalized for all seven children.

*“You see all the kids’ successes and being happy and healthy. It is all worth it. If they weren’t here, we would be totally lost.”*

– Lawrence

# Coordinating Care for Those With Complex Needs

## Enhanced Care Management (ECM) Services for Medi-Cal Members

After leaving his corporate job, 40 year-old Kasey struggled with finding meaningful support that would help him manage his mental and emotional health, as well as his impulse to self-medicate with opiates.

Kasey was unhoused and had been reported as a missing person by his family until a traumatic brain injury landed him in the hospital. It was at that time when he was reunited with his mother. Post brain surgery, she tried her best to get Kasey the medical attention he needed as she faced numerous challenges to discharge him to safe and stable housing.

Facility after facility, Kasey could never seem to get the support he needed to optimally treat his mental health conditions, physical health recovery and substance use challenges. He wanted to engage in a recovery program, but it was difficult to get into a program that would also treat his schizophrenia without private insurance.

A 5150 hold, which works to stabilize adults who are experiencing a mental health crisis, clarified that Kasey needed more comprehensive support to avoid returning to the hospital. It was at this point that he was referred to Pacific Clinics' Enhanced Care Management (ECM), a Medi-Cal program that provides care coordination and case management support to improve participants' whole health — physical, mental, emotional and social well-being.





One of our dedicated case managers worked alongside Kasey and his mother in partnership to advocate for his admission to a long-term adult residential facility and substance use medication-assisted treatment program. The manager handled everything from filling out the admission paperwork to coordinating care with Kasey's wider care team of case managers, counselors, psychiatrists, primary care physicians, pharmacists and social workers. This partnership developed into a trusting relationship that turned the tide for Kasey as he finally found someone he could rely on who fought for and on his behalf.

Once he was moved in, Kasey was supported in addressing his mental and emotional health through a combination of individual and group therapy sessions.

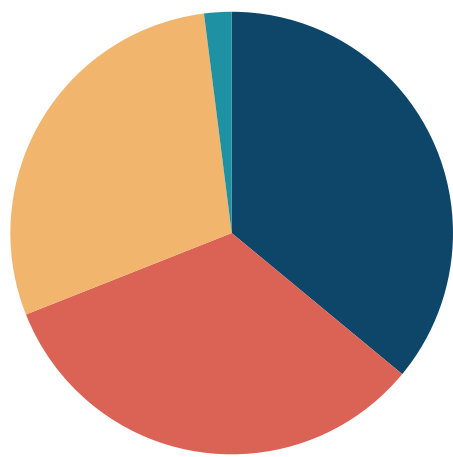
Today, Kasey is looking forward to continuing to live a healthier and happier life in recovery with the support of his mental health clinical team, benefits from stable and reliable transportation to attend his medical appointments and visit family regularly for ongoing emotional support, and is working towards establishing a more solid financial foundation with social security disability benefits.

As he sets sights on the next decade of life, Kasey is committed to staying consistent with his 30-minute walks every day and staying actively involved with fun activities like pickleball, hiking and volunteering. Best of all, Kasey says he feels "optimistic" about life.

# Thank You For Making Our Work Possible

## Philanthropic Support

We are grateful to our generous donors who provided **\$3.8 million** in philanthropic support in fiscal year 2023-24.



- 36% Private and Corporate Foundations
- 33% Corporations
- 29% Living Individuals
- 2% Bequests and Estates



## Thank you, donors!

*Donations listed are for July 1, 2023 - June 30, 2024. If you notice any errors, please contact the Fund Development team.*

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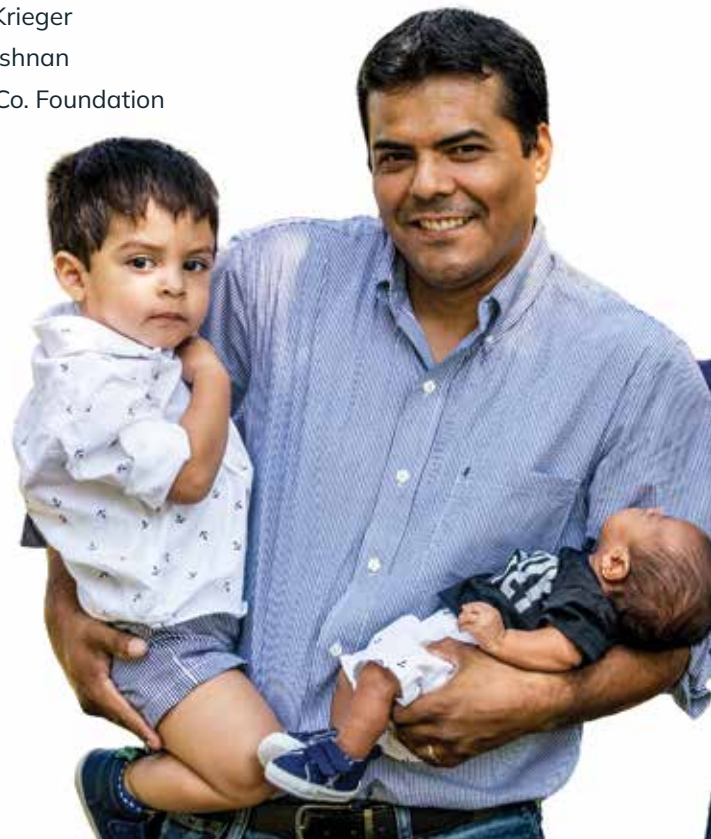
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Roche Molecular Solutions  
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Rogers Family Foundation  
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The Rose Hills Foundation  
Nick Rosenberger  
Carol D Ross  
Los Gatos Rotary Charities  
Rotary Club of Silicon Valley  
Rainbow  
Rough Around the Edges  
Craig and Jean Rowley  
*Continued...*



## Donors, continued

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		Jim and Cristina Villacorta	Gregg and Suzanne Zane
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			Deborah Zimmer
			Matthew Zimmerman



# Saving Lives, One Child at a Time

## Roger and Dottie Barney

Save the life of one child. That is what Roger Barney and his late wife, Jeannette, set out to do back in 2001.

It started with raising half a million dollars for an addiction prevention program run by the organization now known as Pacific Clinics.

They didn't know it at the time, but that program was on the brink of shutting down. More than 20 years later, it's still operating in middle and high schools across California – and it's self-funding.

There's no question this effort has transformed lives.

It also helped Roger and Jeannette find a path forward after losing their 25-year-old daughter, Kimberly, to an intentional overdose.

Roger – who serves on Pacific Clinics' board of directors – has continued to tell Kimberly's story. He talks with worried families with a loved one in the throes of addiction, and with students and people looking to make a difference.

"Most people have a gift they want to give," says Roger.

He's also found that it's rare to come across a family that hasn't been touched by mental health challenges, alcoholism or drugs. That personal connection is what helps people understand, and want to support, the critical, life-saving work that Pacific Clinics does every day.

Roger's passion also draws people in, notes Dottie, his wife.

After they were married, Dottie herself became more engaged as an auxiliary member who works at The Butter Paddle, a volunteer-run gift shop in Silicon Valley that donates 100% of its profits to Pacific Clinics.

When people come into the shop, she uses just a few words to explain what Pacific Clinics does: it helps children and families in crisis.

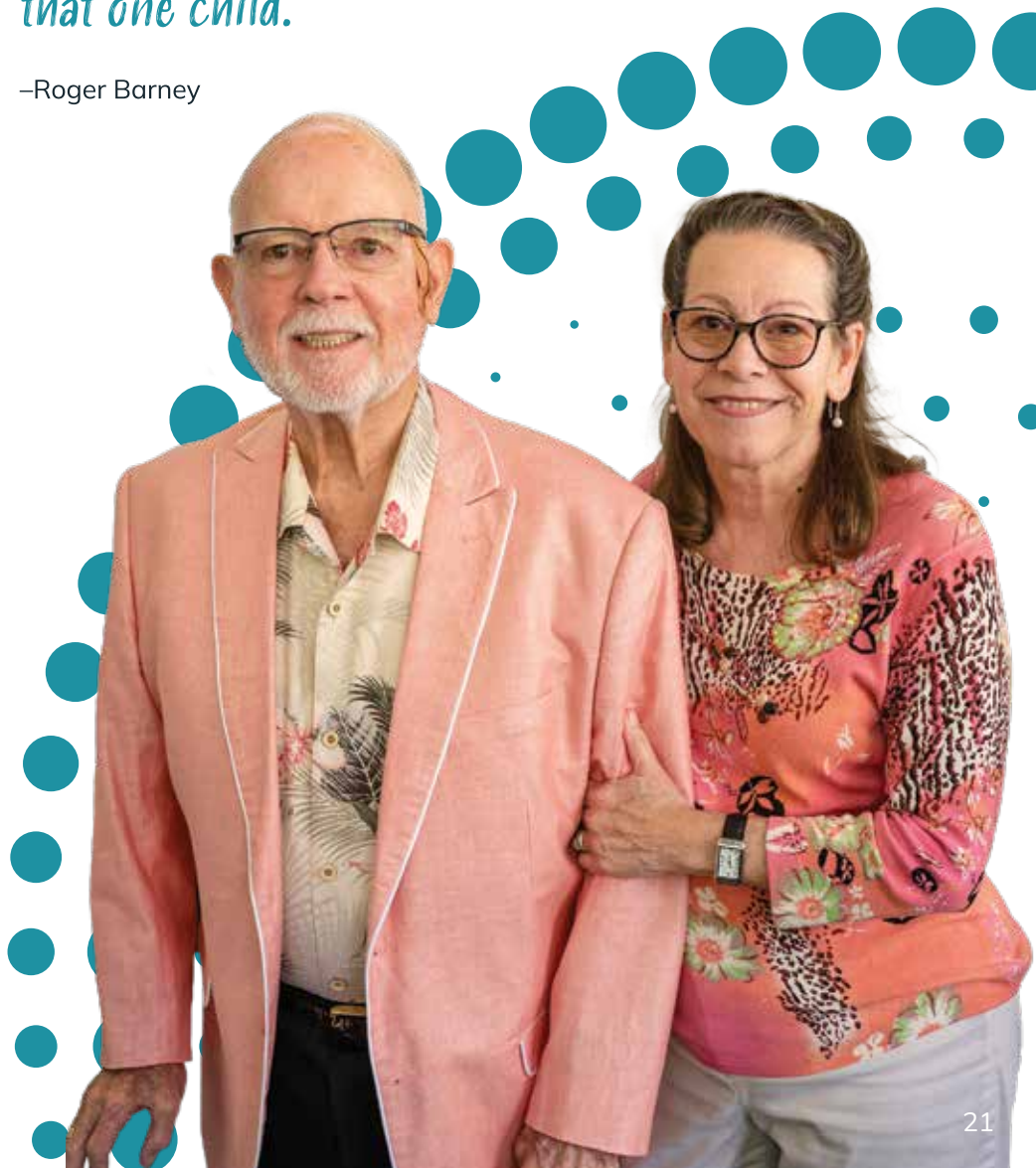
**Pacific Clinics appreciate the Barneys and all that they do to help others.**

*"I'm working on saving that one child."*

–Roger Barney

### Ways You Can Support Our Mission

- Make a gift through [pacificclinics.org/donate](https://pacificclinics.org/donate).
- You can also make gifts in honor of or in memory of someone special.
- Attend events such as Hearts & Hands Spring Celebration.
- Create a legacy by adding us to your will.



# UniHealth Foundation Grant to Pacific Clinics' Training Behavioral Health Providers in Evidence-Informed Care Project

The Training Behavioral Health Providers in Evidence-Informed Care Project at Pacific Clinics is supported by a grant from the UniHealth Foundation, a nonprofit philanthropic organization whose mission is to support and facilitate activities that significantly improve the health and well-being of individuals and communities within its service area. Pacific Clinics' partnership with the UniHealth Foundation began in 2014. Since then, the foundation, led by Jennifer Vanore, President and COO, has awarded close to half a million dollars to transformative projects at Pacific Clinics.

Overseen by Senior Program Officer Mercy Siordia at the UniHealth Foundation, the grant helps address a significant behavioral health training and treatment gap for adult clients with comorbidities. Our work focuses on training Pacific Clinics providers in evidence-informed practices, which Pacific Clinics developed in partnership with The Baker Center, a Harvard Medical School-affiliated nonprofit mental health organization. While there is a children's companion (PracticeWise) to this type of mental health treatment, there's yet one to be built for adults.

Our partnership with the UniHealth Foundation will support adults (majority low-income, BIPOC) in Los Angeles (LA) County who likely have multiple mental health diagnoses (e.g., anxiety, depression, schizophrenia, bipolar, substance use and traumatic stress) to be treated with the latest evidence-informed interventions. Our approach will build treatment 'bundles' into the progress notes templates of the Welligent electronic healthcare system and use dashboards to prompt providers to use these evidence-informed practices regularly. We will also provide ongoing coaching and supervision to staff to encourage practice and improve retention.

Thank you, UniHealth Foundation, for partnering with us to train and develop our employees on evidence-informed practices, serve vulnerable populations in LA County, level the playing field for mental health clients in public mental health settings and train providers to provide equity-driven community mental health services!



# Executive Officers

## **Kathy McCarthy**

Chief Executive Officer/President

## **Mary Anne Chern**

Chief Development Officer

## **Shawn M. Caracoza**

Chief Operations Officer

## **Laura Pancake**

Chief Clinical Officer

## **Jason Gurahoo**

Chief Financial Officer

## **Myeisha Peguero Gamiño**

Chief Communications Officer

## **Shawn Aminian**

Chief Information Officer

## **Eva Terrazas**

Chief Public Policy and Advocacy Officer

## **Becky Boone**

Chief Human Resources Officer

## **Kim M. Wells**

Chief Legal Officer

Visit [PacificClinics.org](http://PacificClinics.org) for a complete list of executive leaders.

# Board of Directors

## **Heather Jones**

Chairperson

## **Peter Brown**

Treasurer

## **John Tallarida**

Vice Chair

## **Michele Hamlett**

Secretary

### **Board Members:**

Roger Barney  
Greg Bowman  
Russell Chung  
Neal Dempsey  
Geoff Edelstein  
Jonathan Hicks  
William Klein  
Judy Kwan, JD  
Lisa Marino

Kathy McCarthy  
Sue Ramar  
Brad Slocum  
Lisa Swenson  
Jana Turner  
Kimila Ulrich  
Jerry Winklhofer  
Donna Xiao



# Financials

## Statement of activities and changes in net assets

### Support and Revenue

Contributions	\$2,293,889
Sales to the public, net	\$935,964
Change in value of perpetual trusts	\$209,190
<b>Total support</b>	<b>\$3,439,043</b>
Government grants and fees	\$235,533,533
Investment income (loss), net	\$3,546,008
Gain (loss) on disposition of fixed assets	\$(37,574)
Rental income	\$1,725,682
Other income	\$17,504
Fees for services	\$23,243,533
<b>Total Revenue</b>	<b>\$264,028,686</b>
<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$267,467,729</b>

### Expenses

Foster Care	\$6,291,457
Early Education	\$14,814,253
Behavioral Health Services	\$204,024,049
<b>Total Program Services</b>	<b>\$225,129,759</b>
Management and General	\$37,042,299
Fundraising	\$2,491,351
<b>Total Support Services</b>	<b>\$39,533,650</b>
<b>TOTAL EXPENSES</b>	<b>\$264,663,409</b>
Change in net assets	\$2,804,320
Net assets at beginning of year	\$53,549,547
<b>NET ASSETS AT END OF YEAR</b>	<b>\$56,353,867</b>

## Statement of financial position

### Assets

Cash	\$17,686,198
Investments	\$29,141,046
Investments Accounts and grants receivable, net	\$35,926,836
Pledges and bequests receivable	\$81,667
Prepaid expenses	\$3,946,522
<b>Total current assets</b>	<b>\$86,782,269</b>
Fixed assets, net	\$15,154,342
Deposits	\$922,469
Cash value of insurance	\$131,136
Pledges and bequests receivable - long term	\$75,000
Operating leases-right of use	\$25,985,675
Beneficial interests in perpetual trusts	\$2,422,722
Investment in time share	\$7,400
<b>TOTAL ASSETS</b>	<b>\$131,481,013</b>

### Liabilities

Accounts payable	\$5,897,134
Accrued compensation and taxes	\$15,710,746
Workers compensation reserve	\$679,000
Accrued interest	\$9,368
Grants payable	\$23,644,574
Operating lease liability, current	\$9,589,667
Capitalized lease obligation, current	\$132,540
Notes payable, current	\$94,432
Line of credit payable	\$2,000,000
<b>Total current liabilities</b>	<b>\$57,757,461</b>
Note payable, net	\$15,154,342
Operating lease liability	\$922,469
Capitalized lease obligation, net	\$131,136
<b>Total long term liabilities</b>	<b>\$17,369,685</b>
<b>TOTAL LIABILITIES</b>	<b>\$75,127,146</b>



Without donor restrictions	\$22,034,062
Without donor restrictions, board designated	\$27,206,926
With donor restrictions	\$7,112,879
Total net assets	\$56,353,867
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$131,481,013</b>

Tax ID: #94-2295953

Support our work:  
[pacificclinics.org/donate](http://pacificclinics.org/donate)

Mary Anne Chern, Chief Development Officer  
[maryanne.chern@pacificclinics.org](mailto:maryanne.chern@pacificclinics.org)

Mail checks to:  
P.O. Box 101167, Pasadena, CA 91189