



2024 - 2025

Bridges to Well-Being

Impact Report

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From our Board Chair and CEO/President:

Dear Friends and Partners,

As we reflect on this year, we once again are humbled and encouraged by the lives we touch and the differences we make together. Every day, people reach out to us during some of the most challenging moments of their lives, and together we help build bridges to well-being. The stories featured in this report reflect the strength and resilience of our community. They remind us that hope and healing are possible.

One client, Geoffrey, came to us after a series of hurdles and ongoing mental health challenges. Today, he is using his lived experience to support others as part of our dedicated team. Janie reached out to us during one of the hardest periods of her life. She is now sober and gives back as president of our client-led Consumer Quality Assurance Board, offering hope to others who are beginning their own recovery journeys. Their courage inspires us, and their progress shows what is possible when care is accessible and rooted in compassion.

We also highlight the work of one of our mobile crisis teams. These specialists meet people in moments of distress, helping to de-escalate situations and connect them with support. Their commitment saves lives and strengthens our safety net.

At our historic Hollygrove campus, we are preparing for a future that expands care across all ages. The beautiful 3.5-acre site will become a hub for the community, soon providing a Family Resource Center, wellness center, career services, integrated medical, dental and mental health services alongside children’s programs that have anchored the campus for over a century. This work reflects our belief that whole-person care should meet people where they are and help them build the life they envision.

Across the state, we continue to grow and develop innovative solutions that bring behavioral health support to communities that have long lacked it. Our goal is simple: no matter who you are, where you live or where you are on your journey, we are here. We are committed to advancing health equity and ensuring every child, adult and family has access to the mental well-being they deserve.

With gratitude,

Kathy McCarthy
CEO/President

John J. Tallarida
Board Chair



Who We Are

Whole-Person Care for Every Stage of Life

MISSION

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

VISION

We envision 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



Inspiring Hope



Trauma-Informed and Resiliency-Oriented



Research and Data-Driven



Please scan the QR code to learn more about our promise to you.





Expanding The Hollygrove Campus Community

In the heart of Hollywood, Pacific Clinics' Hollygrove Campus is a center of care and community for children and parents. The 3.5-acre campus supports more than 2,500 children and their parents each year through specialized programs that help them navigate social-emotional and behavioral challenges.

But there's room for much more. Pacific Clinics is ushering in the next generation for Hollygrove campus through an expansion that meets the community's growing and changing needs. Mariana Shpall, executive director of Los Angeles – West Region, and Amy Sanchez, senior vice president of clinical strategy and growth, are leading a multi-phase project to transform the campus and its services.

In a recent needs assessment, community stakeholders asked for a central hub of expanded services for children, adults and families. After the COVID-19 pandemic, the need was even greater. Pacific Clinics shifted to meet this greater need, as we have done for more than 150 years.

"I will only ever work in community mental health. It is my job to align with this community to make sure they are seen and heard, and that's an honor."

**MARIANA SHPALL, EXECUTIVE DIRECTOR
LOS ANGELES – WEST REGION**



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Hollygrove



“Right now, we have so many success stories with families,” said Shpall. “Children learn to process trauma and function socially and go to school. Parents learn how to establish structure and help their kids with homework. And now, informed by what our community wants, we have a chance to build on that to serve family members of all ages.”

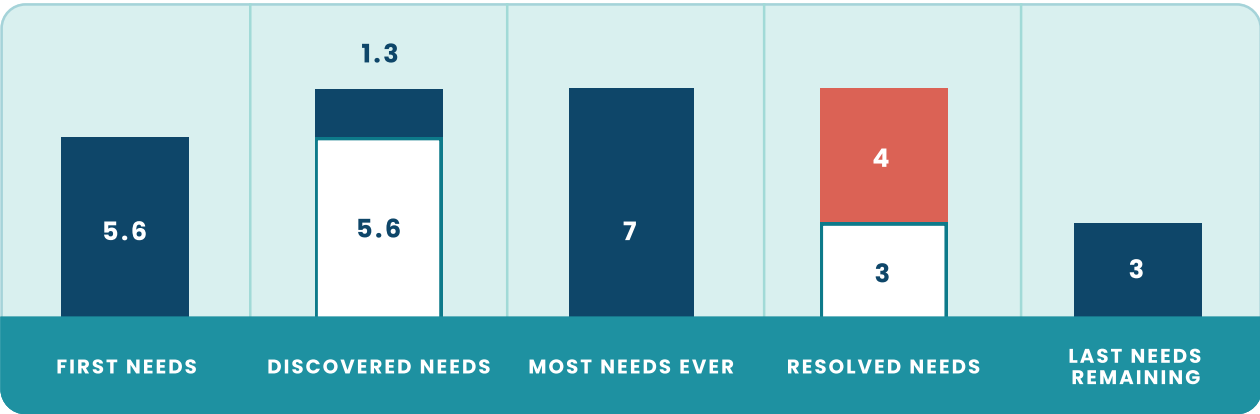
Phase one expands our family, children and caregiver offerings to include adult behavioral health, employment and wellness services. In the future, we will feature a medical and dental provider on-site, as well as offerings in culinary arts and a computer center.



Our Impact

INSIGHTS THAT SHAPE OUR WORK

Nearly 60% of clients resolved an average of 4 needs through their treatment with Pacific Clinics



Primary Diagnosis Patterns by Age

AGE	PRIMARY DIAGNOSIS		
0-5	TRAUMA AND STRESS		30%
6-10	TRAUMA AND STRESS		30%
11-13	DEPRESSION		38%
14-17	DEPRESSION		41%
18-25	DEPRESSION		32%
26-59	PSYCHOTIC DISORDERS		30%
60+	DEPRESSION		35%

The most common early onset diagnoses related to trauma and stress for children ages 6-10 would present as social withdrawal, acting out or behavioral challenges. Depression emerges in early adolescence, which confirms what we know about age of onset for mood disorders, and what many of our clients are experiencing at that age.

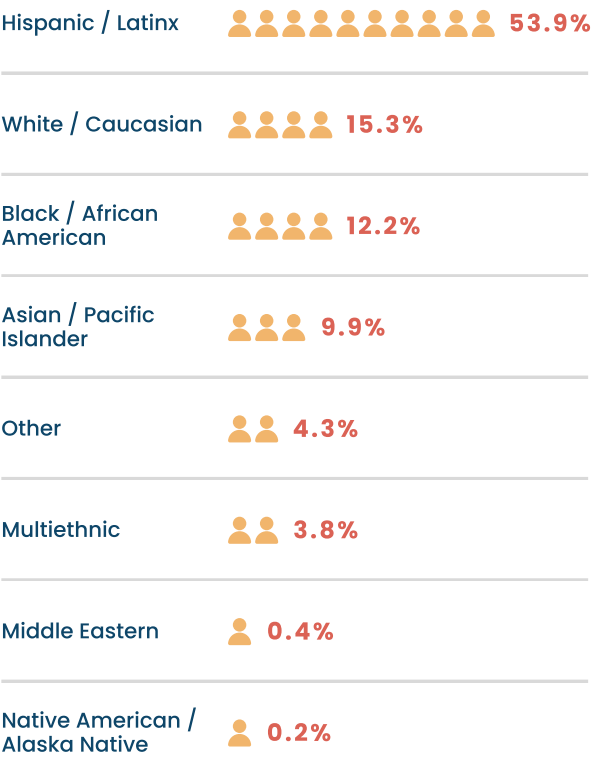
Resolution of Adult Client Needs and Other Social Drivers of Health

Pacific Clinics uses a "Needs Evaluation Tool" (NET) to illustrate the role of social drivers of health in mental health care, which include employment, housing, legal support, food shortages, transportation and more. About 20% of our clients who responded have immediately pressing employment needs. Participating in our specialty mental health programs clearly shows significant positive changes in social drivers in health.

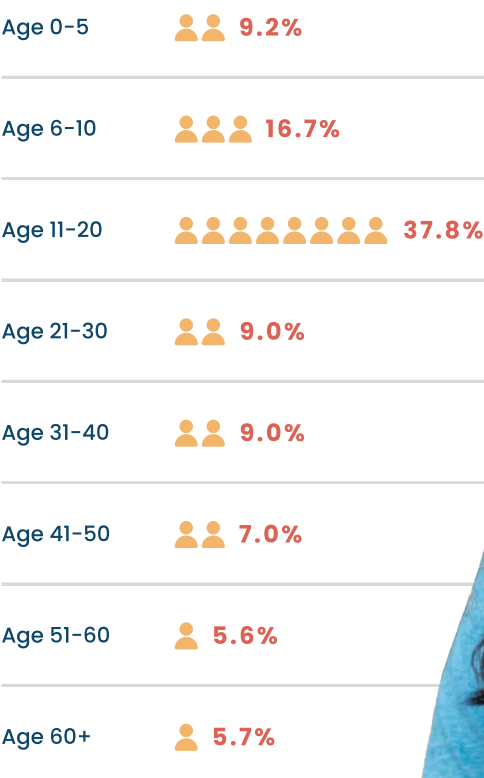


WHO WE IMPACT

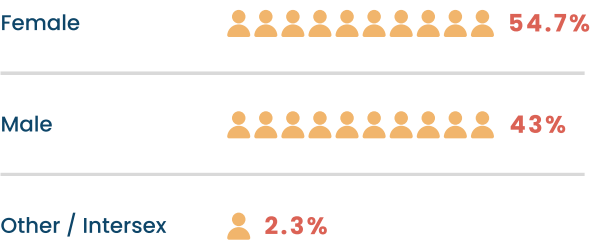
Ethnicity



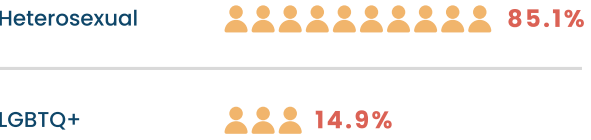
Age at Admit



Gender Identity



Sexual Orientation



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 each year.

THERAPY	202,077
REHABILITATION/SYMPTOMS MANAGEMENT	110,203
CASE MANAGEMENT	76,653
MEDICATION SUPPORT	68,965
PERSONALIZED CARE PLANNING	60,024
ASSESSMENT	41,359
COACHING AND OTHER SERVICES	40,108
SCHOOL-BASED SERVICES	18,533
COMMUNITY OUTREACH SERVICES	12,582
PEER SUPPORT	12,071
CRISIS	3,364

WHERE WE SERVE

42,585

INDIVIDUAL CLIENTS SERVED

Services include mental and behavioral health, as well as housing, employment, community supports and enhanced care management

96,091 *

INDIVIDUALS REACHED THROUGH OUTREACH

*Clients are duplicated.

Includes diaper distributions, food distribution, community events, Transitional Age Youth Drop-In Centers, prevention and intervention education

138,676

TOTAL SERVED AND REACHED

This represents numerous interactions, clients enrolled in multiple programs or receiving various services at once. **This number reflects a 29% increase from the previous fiscal year.**

Peer Support and Recovery at the Clubhouse

In 2020, Geoffrey experienced a series of life-changing setbacks. After the death of his employer, Geoffrey lost his job. When his savings ran out, and he could no longer keep up with rent payments, he lost his home and had to send his daughter to live with her mother to keep a roof over her head. Newly unhoused, Geoffrey fell into narcotics and ended up with a schizophrenia diagnosis.

After months of battling his drug addiction and mental challenges, Geoffrey found his way to Pacific Clinics in 2022. His initial draw to the agency was for the morning coffee and a daily meal – especially appealing in the High Desert in San Bernardino County, where winter mornings can be very cold. Geoffrey soon learned that the Pacific Clinics Clubhouse had much more to offer him.

One of five Clubhouses, the Yucca Valley Clubhouse is a center of peer support, recovery and personal development, where adults can access mental health support, build meaningful relationships and enjoy art classes, community events and daily lunches.

“I found purpose and a family at the Clubhouse,” said Geoffrey. “I was able to get clean and take classes about living with addiction. I learned coping skills, and I had structure, which was so important to my recovery.”

Today, because of Pacific Clinics, Geoffrey has been able to stay sober, secure and maintain housing, regularly communicate with his daughter and he’s employed by Pacific Clinics, offering peer support to others going through similar challenges. “My favorite part of the job is listening to folks,” he said. “Sometimes being heard is the best medicine. Knowing someone cares about you and understands can do wonders when you’re used to feeling like your voice doesn’t matter.”

For me, the Clubhouse is a place of growth — mental, emotional and social. It’s my safe spot.”

GEOFFREY, PEER PARTNER


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Please scan the QR code to learn more about Geoffrey and our Clubhouses.

Philanthropic Support

Thank you for making our work possible

We are grateful to our donors who provided \$6,759,089 in philanthropic support in 2024-2025.

43.87%
INDIVIDUALS

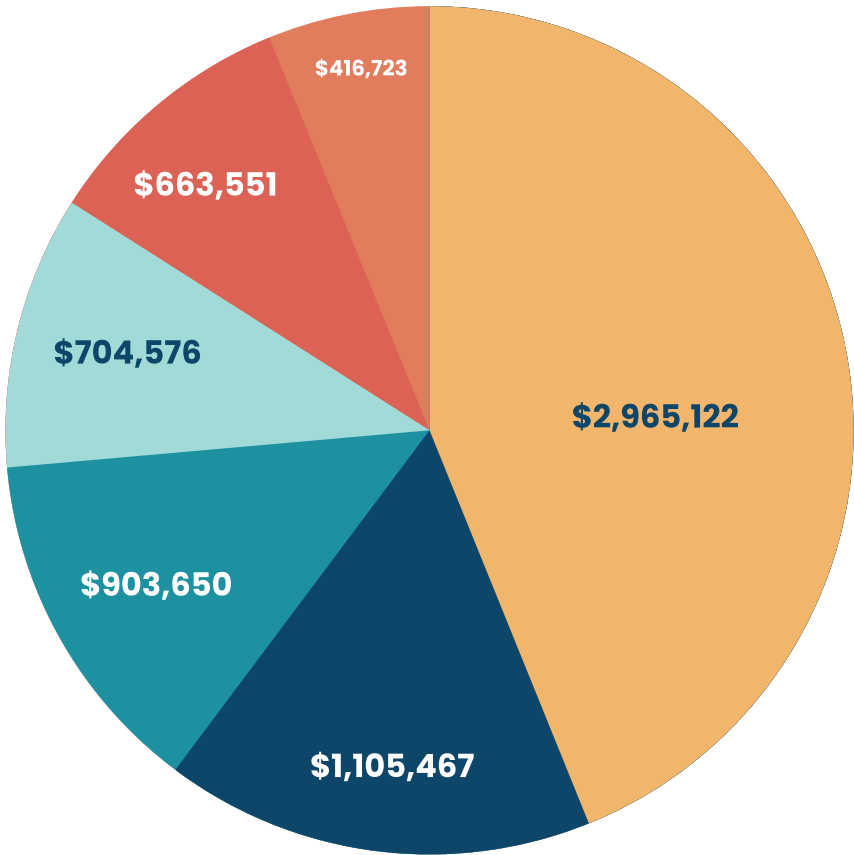
16.35%
FOUNDATIONS

13.37%
AUXILIARY AND
THRIFT STORES

10.42%
CORPORATIONS

9.82%
PLANNED GIVING

6.17%
ORGANIZATIONS



With questions, contact: Mary Anne Chern, Chief Development Officer
maryanne.chern@pacificclinics.org



Please scan the
QR code for the
full list of our
supportive
donors.

Gregory and Carolyn Bowman: A Shared Commitment to Giving

Gregory Bowman, Ed.D., first learned about Pacific Clinics more than 20 years ago, when he served as superintendent of schools in Burbank. The school district contracted with Pacific Clinics to provide clinical services to students with behavioral health challenges, helping to keep youth in school and engaged in learning. “I was very pleased with what I saw,” he said. “The clinicians, the work and the achievements of the students.” In fact, Gregory was so impressed that when he retired in 2009, he joined the Pacific Clinics board of directors. He has given back to the organization through service and fundraising in the years since, having served on multiple committees.

Together, Gregory and his wife, Carolyn, spend time volunteering, fundraising and visiting sites in support of the agency’s programs. They’ve been married for 47 years, after meeting when she worked as an elementary school teacher. They have two sons, seven grandchildren and a shared commitment to service. “We make a donation annually,” Carolyn said. “We’ve committed to the Hollygrove transformation, to Head Start and we have included Pacific Clinics in our will. It warms our hearts to know we’re helping.”

“We’re not wealthy people, but we’re prudent, and we are philanthropic in our thinking. It doesn’t make any difference how much you have, it’s the good that happens with the money you give.”

GREGORY BOWMAN, BOARD MEMBER

Gregory also supports the agency’s Head Start subsidiary, where he serves as chair of its board of directors. This past January, a Head Start facility was destroyed by the Eaton Fire. Gregory and Executive Director of Pacific Clinics Head Start Wassy Tesfa rapidly worked to help the families who relied on the program for food, therapy and support. “We found another location to re-open the school very quickly,” he said. “But transportation was a problem — when homes burn down, often that includes cars as well. We collected clothing, food and diapers, a costly need when you have young children. I was grateful for the generosity of people. It gave me a great deal of satisfaction to know that Pacific Clinics was supporting these families.”

“Gregory brings years of senior leadership, community and governance expertise that serves the agency well,” said CEO/President Kathy McCarthy. “He understands how nonprofit organizations work and is a master at balancing collaboration and oversight with Pacific Clinics’ employee leadership to create meaningful change. We are fortunate to have someone of Gregory’s caliber as an active member of our board of directors.”



Mobile Crisis Response: Care at a Crucial Time

Mobile Crisis Services, which are currently offered in Santa Clara, Solano and San Benito counties in Northern California, offer in-person rapid response to clients who call emergency hotlines while encountering a mental health crisis. The team, comprised of therapists, social workers and other crisis professionals, assess risk, de-escalate the situation on-site whenever possible and develop a safety plan, which helps prepare them to stay safe if another crisis occurs.

“I love that I am a part of an organization that is piloting new models of care and new approaches to crisis intervention,” said Mae Sampani, executive director of crisis services at Pacific Clinics.

The State of California now mandates that all counties must offer 24/7 access to crisis services 365 days a year. This requirement is hard for smaller counties to fulfill on their own, but providers like Pacific Clinics have the infrastructure, expertise and resources to help.

While Mae builds the crisis response system, Bella Diaz is the boots on the ground. Bella returned to her hometown of Hollister as a crisis clinician when the San Benito County response team formed in April 2025. “It is such an honor being able to serve my community and provide outreach and collaboration with community members and providers including behavioral health, schools, hospitals and law enforcement,” she said. “Addressing crises is a team effort and being able to meet clients where they are and provide trauma-informed care is essential to the work that we all do.”

For Mae and Bella, the primary goal of these programs is to avoid unnecessary emergency department or psychiatric hospitalizations. The secondary goal is to minimize involvement from law enforcement by having mental health experts on the scene to help de-escalate situations. Mobile Crisis Response Teams ensure the mental health needs of the community are addressed by experts.

“Our teams create jobs, divert hospitalizations and free up space in emergency departments that are already overwhelmed. And we connect individuals to the long-term behavioral health services they need.”

**MAE SAMPANI, EXECUTIVE DIRECTOR,
CRISIS SERVICES**





Personalized Recovery Through Outpatient Counseling

At 19 years old, Janie found herself unhoused and using drugs. Her life experience was shaped by a traumatic past that resulted in harmful ways of coping, severe anxiety and aggressive and risky behaviors. This led to isolation, loss and abusive partners who furthered the deterioration of her mental health.

Janie knew this was not sustainable. In an act of courage after a hospitalization, Janie reached out to Pacific Clinics for help. She was placed in the Full-Service Partnership program, which provides intensive services tailored to the level of support she needed. As Janie made progress, she moved from intensive services to the Adult Outpatient Mental Health program, where individuals and families collaborate to create personalized treatment plans. Janie developed a plan with her care team based on her goals, moving through different tiers of support to adapt and eventually progress into a wellness program.

Today, Janie's commitment to her well-being is evident through her 13 years of sobriety, her healthy relationships with her family and partner, and her numerous active roles in Pacific Clinics' peer-run groups. Janie is seen as a leader among her peers. She is president of Pacific Clinics' Consumer Quality Assurance Board (CQAB), a forum for clients, or members as they are called in this program, who live with mental health challenges to advocate for one another and discuss program and service needs. "I was drawn to the way the Pacific Clinics team conducted themselves in my therapy and in groups. I wanted to be like that, too, and I came to see it was possible for me," she said.

Janie's recovery has inspired her to give back to her community, which she does by sharing her story and advocating for Pacific Clinics clients.



"Pacific Clinics helped me build self-esteem. The services and treatment I received helped me see that I could recover and be part of a team."

JANIE, CLIENT AND PRESIDENT OF THE
CONSUMER QUALITY ASSURANCE BOARD

Financials

Statement of Activities

CONTRIBUTIONS AND SUPPORT

Contributions and Support	\$7,252,188
Revenue	\$332,177,053
Total Support and Revenue	\$339,429,241

EXPENSES

Total Expenses	\$298,997,612
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CHANGE IN NET ASSETS

Change In Net Assets	\$40,431,629
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Statement of Financial Position

ASSETS

Total Current Assets	\$170,478,703
Fixed Assets (Net)	\$15,911,879
Other Assets	\$33,853,247
Total Assets	\$220,243,829

LIABILITIES

Total Current Liabilities	\$106,033,280
Total Long Term Liabilities	\$17,425,053
Total Liabilities	\$123,458,333

NET ASSETS

Total Net Assets	\$96,785,496
Total Liabilities and Net Assets	\$220,243,829

\$339,429,241

TOTAL REVENUE

\$220,243,829

TOTAL ASSETS

\$96,785,496

TOTAL NET ASSETS

Support our work: pacificclinics.org/donate
Mail checks to P.O. Box 101167, Pasadena, CA 91189

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Chief Executive Officer/President

Shawn M. Caracoza

Chief Operations Officer

Jason Gurahoo

Chief Financial Officer

Shawn Aminian

Chief Information Officer

Becky Boone

Chief Human Resources Officer

Mary Anne Chern

Chief Development Officer

Laura Pancake

Chief Clinical Officer

Myeisha Peguero Gamiño

Chief Communications and
Marketing Officer

Eva Terrazas

Chief Public Policy and Advocacy
Officer

Kim M. Wells

Chief Legal Officer

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