

Better Together

Impact Report

Fiscal Year 2021-2022





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OUR VISION

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

Letter from CEO/President Kathy McCarthy



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.

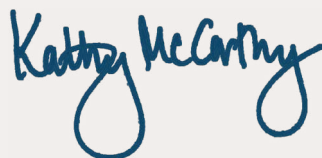
This past year we expanded. We merged Pacific Clinics and Uplift Family Services, guided by a broader new mission and promise: We deliver integrated behavioral health care and social services to advance health equity and mental well-being for children, adults and families.

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

More on Our Merger

On March 1, 2022, Pacific Clinics and Uplift Family Services announced their merger under the name Pacific Clinics. This expansion will enable 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 watch the
video

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 mental and behavioral health 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



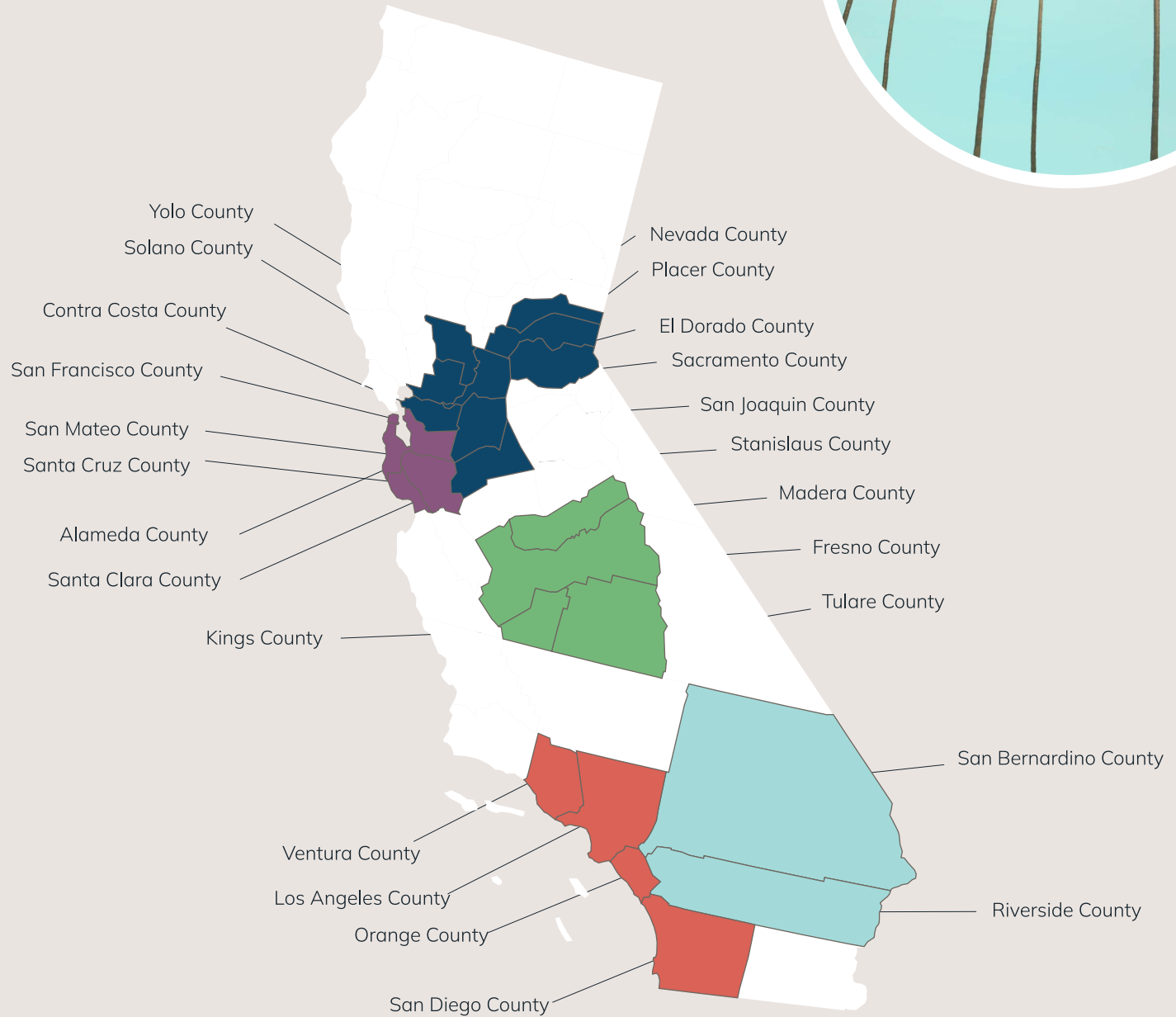
60

Sites, in schools, at home and in the community, where programs are offered

Where We Serve



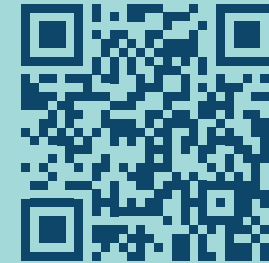
- Capital Region**
Total Served: 5,331
- Bay Area Region**
Total Served: 10,067
- Central Region**
Total Served: 1511
- Inland Empire Region**
Total Served: 812
- Los Angeles / South Coast, San Diego Regions**
Total Served: 16,392



34,113*
people served

**The agency serves ~25,000 unique clients. The figure above is higher to represent clients who benefit from multiple service types.*

Client Spotlight



Scan the QR code to watch the video

A Home for Herman

Herman is an aircraft mechanic who was unhoused until Pacific Clinics 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.

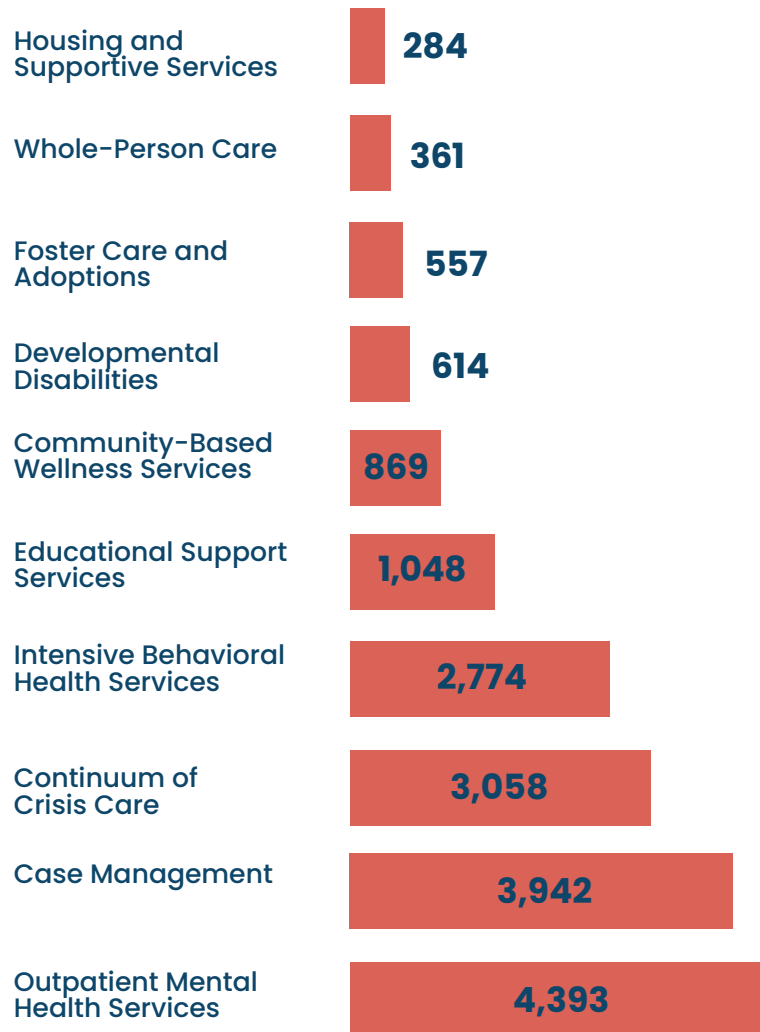
[Watch the video](#)

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

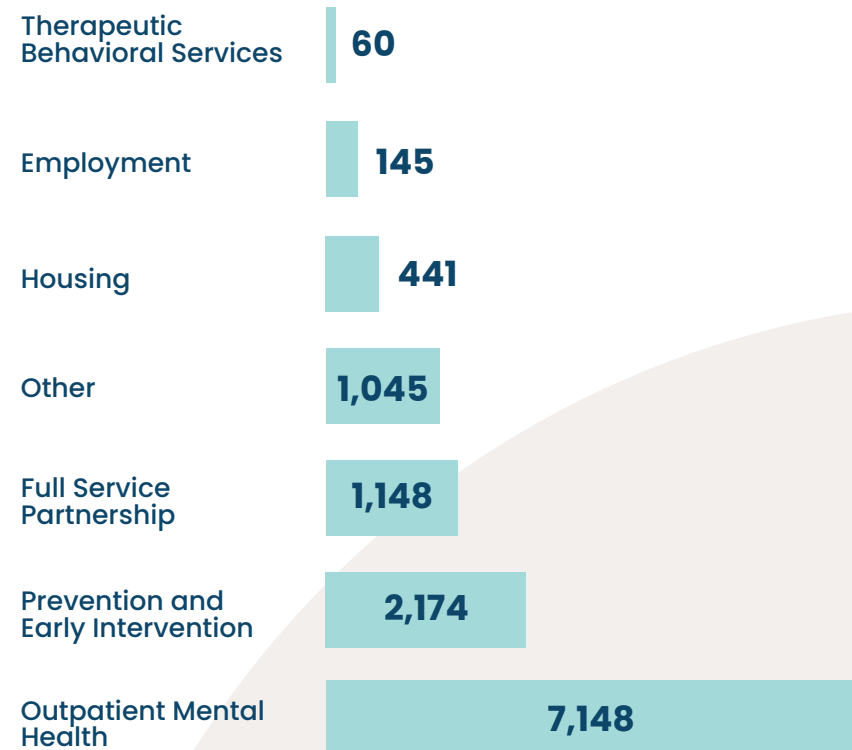
How We Help



Heritage-Uplift Family Services



Heritage-Pacific Clinics



Throughout this report, you will occasionally see the terms "Heritage-Uplift Family Services" & "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 Developmentally Delayed
- Neurodevelopmental Services



Early and Continuing Adult Education

- Head Start Early Education
- Continuing Adult Education



Supportive Services

- Housing, Employment Training and Placement
- Meal Service Programs



Social Services

- Community-Based Wellness
- Foster Care and Adoptions



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.



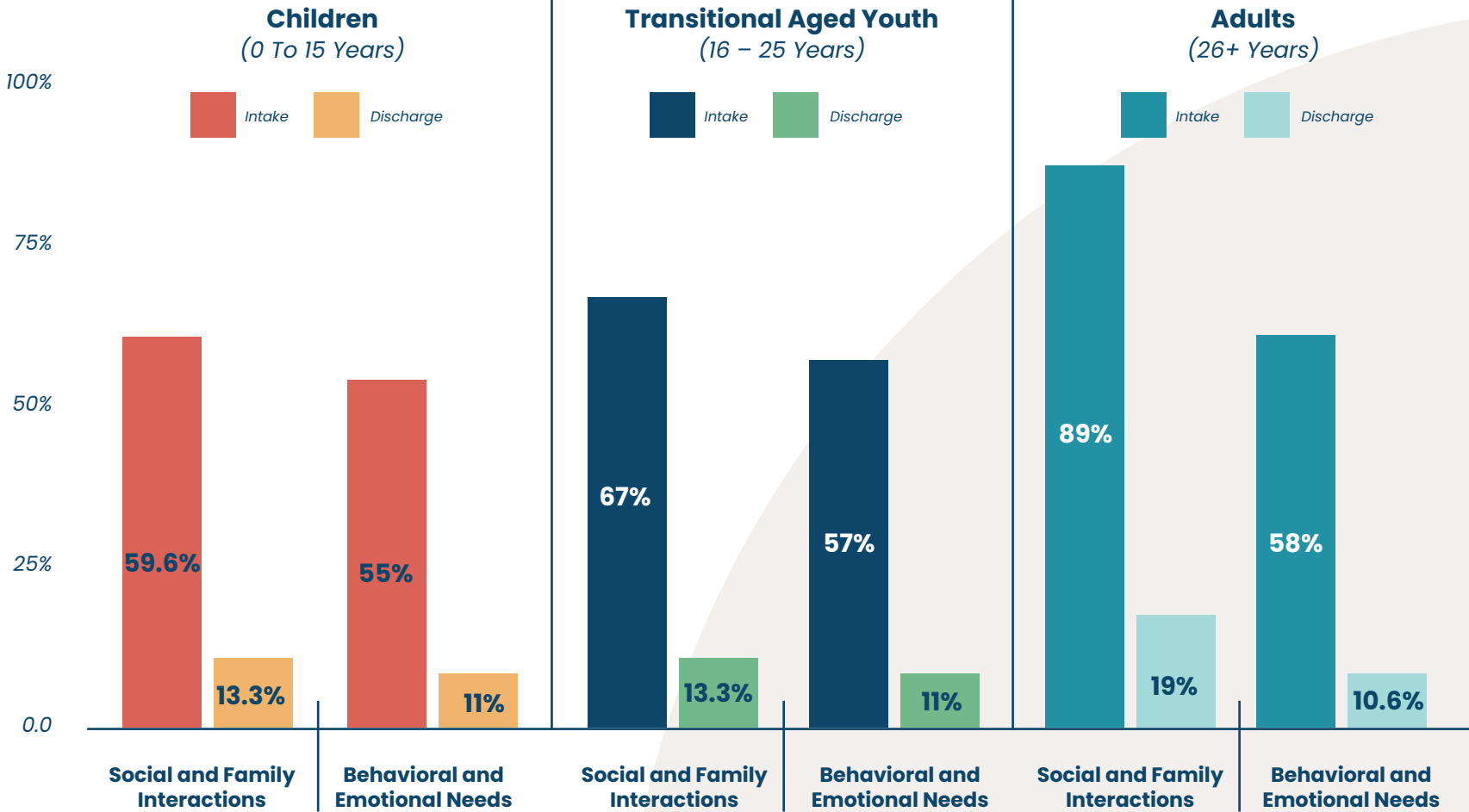
It's a humbling experience being a part people's lives on purpose and being a part of people's lives because they need you.



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 and helped reduce clinical needs from intake to discharge.

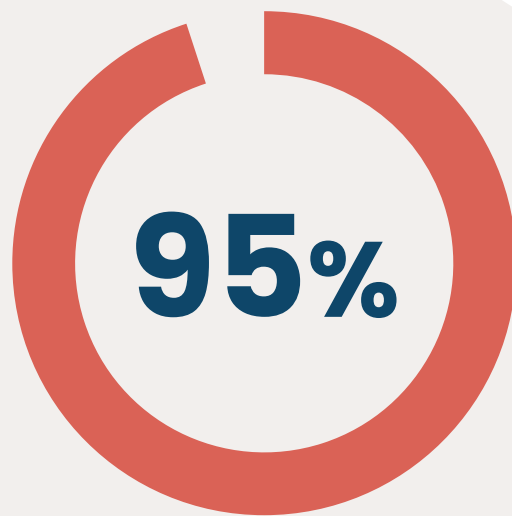


Improving Children's Lives

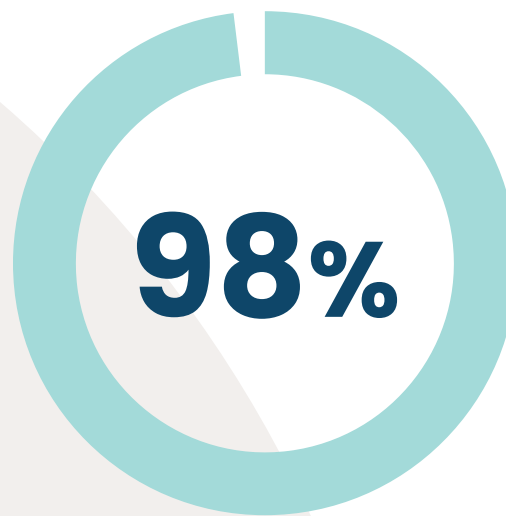
Among the 2,620 children and youth served and discharged in our community through wraparound programs in all regions and the Therapeutic Behavioral Services in the Capital Region.

Core Evaluation Data Elements

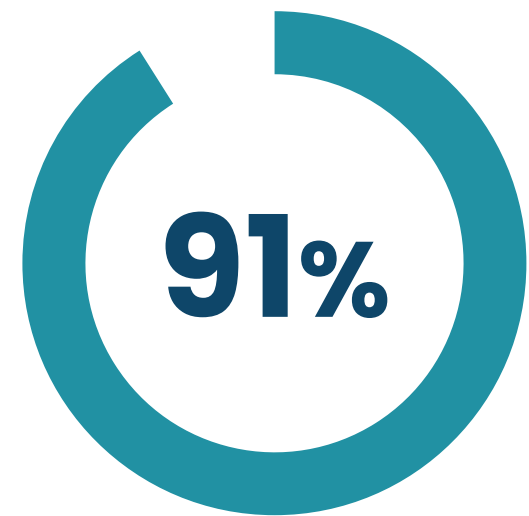
Among clients who discharged from our programs in FY22:



Maintained or returned to their educational placement



Stayed out of trouble with the juvenile justice system

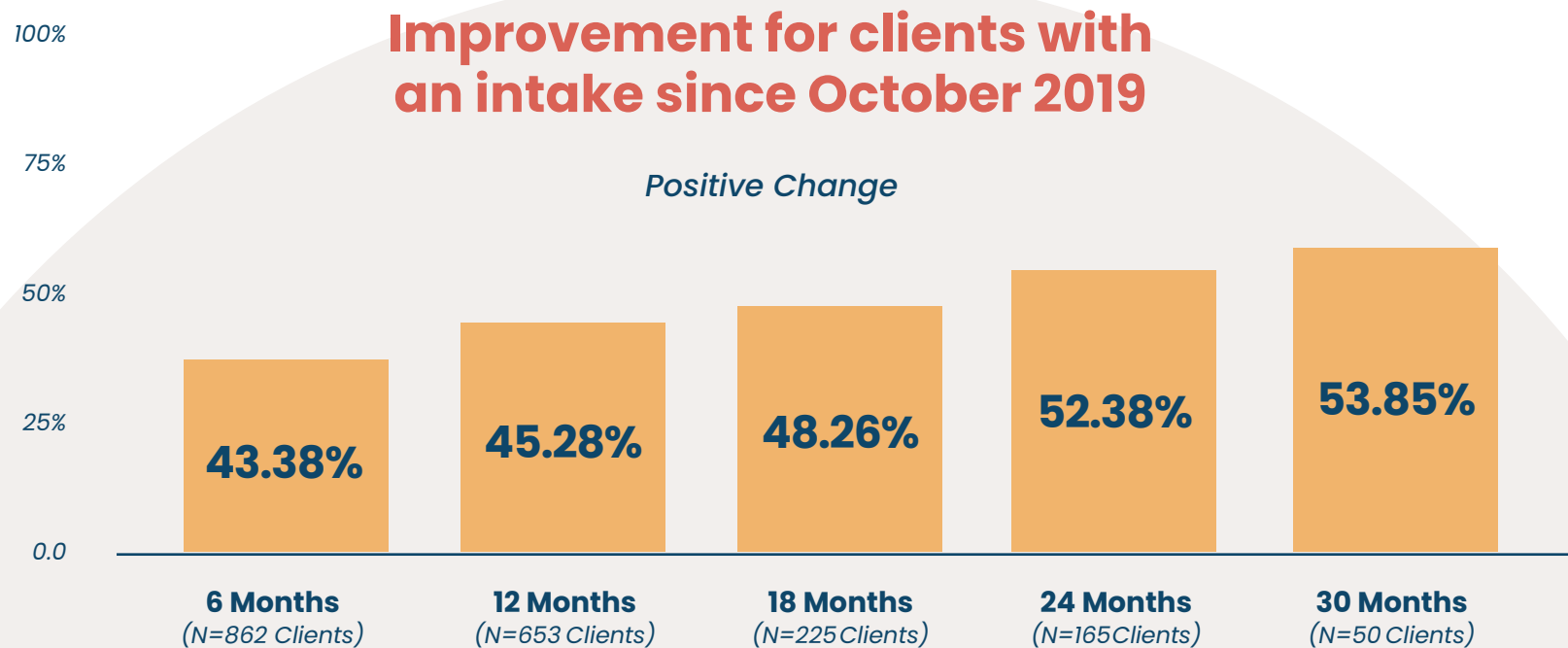


Maintained at home or in a family setting

Heritage-Uplift Family Services data only pre merger

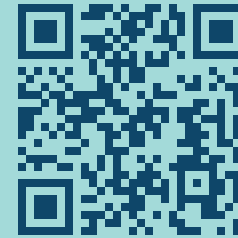
Mental Health is a Journey: Client Improvement

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.



Heritage-Pacific Clinics data only pre merger

Client Spotlight



Scan the QR code to watch the video

A Chosen Family for Ty

Ty, a young adult who identifies as non-binary, 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, person-centered, quality care.

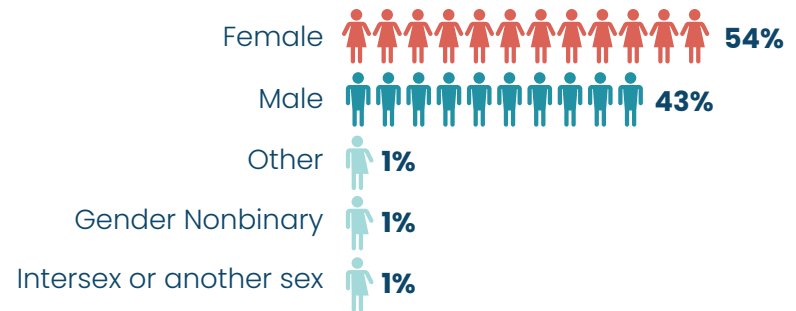


Who We Serve

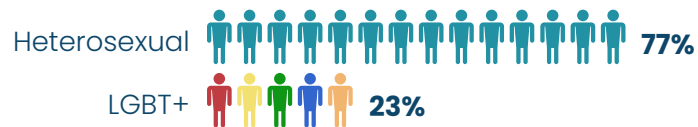
Sex Assigned at Birth



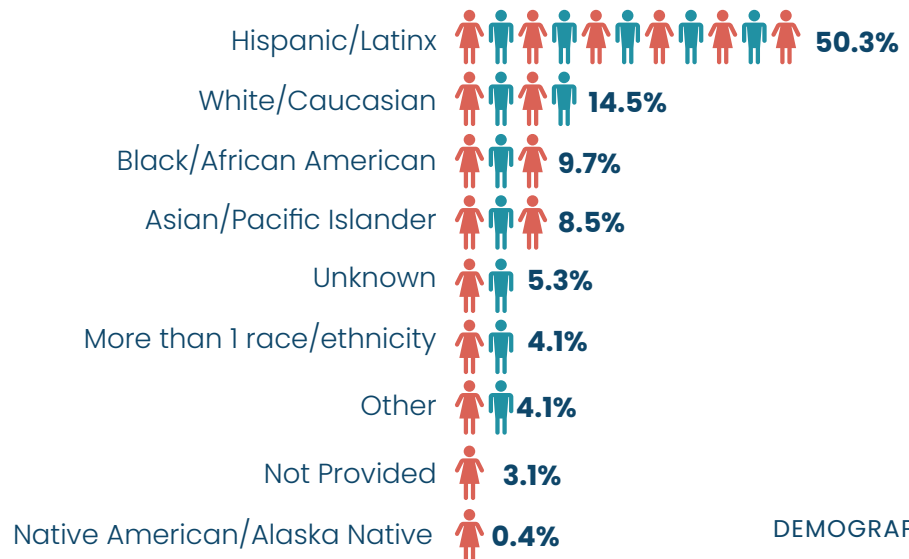
Gender Identity



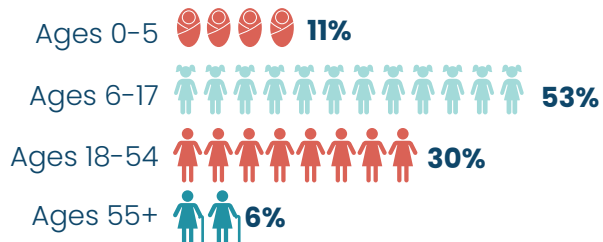
Sexual Orientation



Ethnicity



Age At Admit





73%

of our clients identify as BIPOC

23%

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



449

unduplicated students served through the Recovery Education Institute



2,200+

trained Pacific Clinics Training Institute



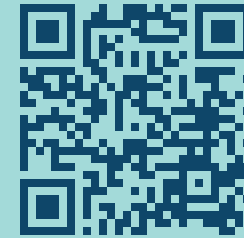
1,267

clients we serve in our housing programs, 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 the QR code to watch the video

Maryam and Darius Learn Together

By Darius' first birthday, his mother, Maryam knew something was wrong. He wasn't speaking. 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 neurodivergent centers. The centers are safe and enriching, addressing diagnosis and treatment under one roof in a small social setting. Parents also receive support, coaching and training.

[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 clients and families 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 Their 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.***



Thank You

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 Fund Development Department selected, 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 is \$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.

Last year, we provided 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%.

Thank you, The Sikand Foundation, for helping us house vulnerable populations in Los Angeles County!



Ming Quong Alumni Restore Historic Arch

by **Darren DeMonsi**, Director of 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**, Director of Fund Development, Los Angeles

In early 2022, the Los Angeles Region community was elated to receive the agency's largest restricted donation of \$650,000 to support families in severe crisis with 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 who could sense the struggle. 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

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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