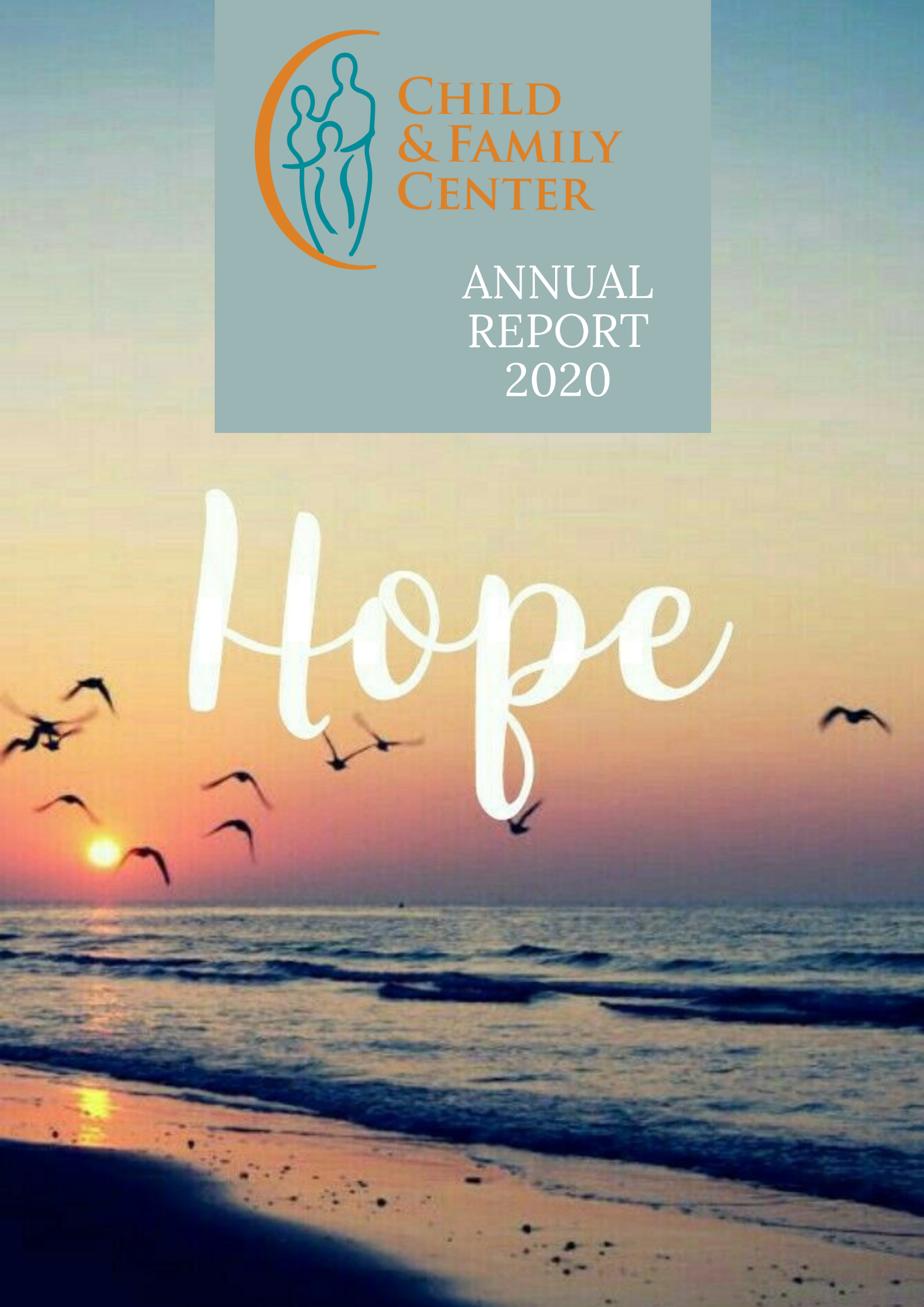




CHILD  
& FAMILY  
CENTER

ANNUAL  
REPORT  
2020

Hope



# HOPE

*"an expectation of positive outcomes with respect to events and circumstances in one's life or the world at large"*



Hope has helped to guide us as we navigated the events of the past year. We endured political strife, social unrest, a school mass shooting and a pandemic. We also saw our nation and communities come together to support one another in a time of grief and loss, and to stand up for equity and fairness.

Those we serve have been hit hard by job loss and illness. People now more than ever need assistance for the essentials of life; food and shelter. Yet they have also faced their addictions, left abusive relationships, worked hard to obtain mental wellness and improved their family relationships and parenting.

We were “Safer at Home” and quickly found a way to continue providing essential services to our clients. We became virtual therapists and a virtual workforce. We figured out how to work from home while taking care of home and family.

We obtained full Joint Commission Accreditation, achieving a significant multi-year accomplishment and obtained our APPIC certification demonstrating our commitment to being a training center of excellence.

This year was challenging, but to say we endured does not recognize the enormity of human spirit and resiliency that was demonstrated by our staff and clients. We grew, we stretched, we achieved and we remain hopeful.

Our hope is that you continue to thrive and we are ever thankful for your support of our mission.

A handwritten signature in black ink that reads "Joan Aschoff". The signature is fluid and cursive.

Joan Aschoff, PsyD  
CEO

## OUR MISSION

*Changing Lives  
Healing Relationships  
Helping People Thrive*

## BOARD OF DIRECTORS

### OFFICERS

Cheri Fleming *Chair*  
Marc Winger, EdD *Vice Chair*  
Steve Zimmer *Treasurer*  
David Wong, M.D. *Secretary*  
Michael Berger *Past Chair*

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Fred Arnold  
Staci Daniels-Sommers  
Jean LaCorte-Kiczek  
Gloria Mercado-Fortine  
Susan Reynolds Buckley  
Perry Smith  
Aida Weinstein



# RESPONSE

## CARE Team Responds to Community Tragedy

On the morning of Nov. 14, 2019, the landscape of the Santa Clarita community was “forever changed” when a student opened fire on fellow students at Saugus High School. Two students were killed as a result of the shooting, and three others injured before the gunman turned the gun on himself.

In the wake of the sudden tragedy, the Santa Clarita community came together in a way that many say they had “never seen before.” Child & Family Center’s CARE Team (Crisis Aftercare Response & Education) responded immediately by providing crisis counseling to students and teachers on campus. Support Groups were quickly organized for that night at the Center, and ongoing grief and support groups for both students, parents and teachers continued for several months following.



# CHALLENGES

## Providing Services During the Pandemic



The COVID-19 pandemic in the last quarter had a significant impact on our clients. There was a noticeable increase in the demand for mental health services. Bereavement, isolation, loss of income and fear triggered mental health conditions or exacerbated existing ones. Many reported increased levels of insomnia, and anxiety.

The agency immediately responded to stay-at-home orders in March by implementing a telehealth model for providing services.

Our clinical staff worked safely from home so the low-income children, families and adults we serve could continue to receive care.

877 clients accessed services via telehealth, resulting in 6,369 therapy sessions.

Many clinicians and staff members worked on site to provide services for those clients who preferred in-person therapy sessions. Safety protocols were developed and implemented.

Our field-based services team continued to provide in-home care while adhering to strict safety guidelines.

Our Alcohol & Drug Program continued individual and group sessions via zoom.

The Domestic Violence Program reported a 50% decline in crisis calls, even though statistics showed a dramatic increase in law enforcement response to domestic violence situations. The team provided support for survivors through telehealth and phone visits.

Case Managers worked diligently to seek resources for those facing food insecurity, housing and job loss.

Despite personal stress, illness and lifestyle disruptions, our staff have continued to serve clients with empathy and care. Their commitment and dedication have allowed us to continue to respond to needs as they arise.



# GRATITUDE

## Hearts for Heroes



**Our Heroes**

relation or fro  
point of view  
**Safety** is  
possible than  
from risk or  
safes...

**HOPE**

Hearts FOR Heroes  
Santa Clarita

City of SANTA CLARITA  
#HeartsForHeroes

"Thank you for all your help in assisting us as we move forward in creating a new life for me and my family."  
- Shelter Client



**Our Heroes**

Hearts FOR Heroes  
Santa Clarita

City of SANTA CLARITA  
#HeartsForHeroes

"Thank you for making it possible for my family to engage via video conferencing and continue to receive the support we need during the COVID-19 public health emergency."

"Thank you for making our sessions fun."

"I am the only provider for my four children. Video conferencing with IHOC allows me to get support for my family, while still maintaining my work schedule."

"It's good to feel like I am not alone."

In May, 2020 the City of Santa Clarita launched the Hearts for Heroes virtual campaign thanking essential workers who provided services during the COVID-19 pandemic. The goal was to fill the City with visual signs of love and support. Here are some messages from our clients to our heroes at Child & Family Center.



**Our Heroes**

Hearts FOR Heroes  
Santa Clarita

City of SANTA CLARITA  
#HeartsForHeroes

"The first time I came here, you told me I was a survivor. I felt like I was under water. Now I feel like I'm a winner"  
-DVP Client



**Our Heroes**

Hearts FOR Heroes  
Santa Clarita

City of SANTA CLARITA  
#HeartsForHeroes

I just wanted to thank you ladies so much for everything. Since I came home things have been going well. I got my own place, I am working two jobs, and enrolled in collage which starts in July. I am so excited! I also was able to put in my application for my u-visa! I am so thankful for the things I learned and the things I am still learning. Once again, thank you ladies for the support and for being there during my hardest times.  
-Shelter Client



**Our Heroes**

Hearts FOR Heroes  
Santa Clarita

City of SANTA CLARITA  
#HeartsForHeroes

"We are so grateful. Thank you." Looking over at her cat she said, "We got milk, now we can eat."

"God bless you guys. I did not know if I was going to be able to get diapers for my baby".

"Thank you so much. This gift card is going to help us with getting a few groceries since we no longer have income"

Thank you Melanie Rivas for your dedication to our clients!



**Our Heroes**

Hearts FOR Heroes  
Santa Clarita

City of SANTA CLARITA  
#HeartsForHeroes

"Thank you for the games you provided my family with and the formula for my baby. I truly appreciate all the support your program as been able to provide during this time. I can see the improvement in my family!"

"Thank you for helping provide groceries for my family!"

# TRANSFORMATION

## Child & Family Center Saved My Life



Honestly, after being in an abusive relationship for almost 30 years, I didn't even know what reality was anymore. He told me what I was to think, believe and feel. I trusted him and I loved him so I believed everything he told me - that I was worthless, ugly, hated and couldn't do anything right. Something inside kept telling me something is wrong here. But he was convincing and it made sense .... he had to be right since he was my everything.

When I finally got out of my situation ... forced out if you will...I was trying to make sense of the mess my life had become. This time away would be different. I would refuse to talk to him. I got the strength to call the Child & Family Center.

I was shaking during my first appointment. I was in tears by the end. The entire time my counselor kept telling me she understood and was so proud of me for just getting there. I recounted past events of hitting, choking and screaming. It was so hard to admit & hear the words come out of my mouth because I had covered it up for so many years. As I answered her questions, I realized she understood what had happened to me and the shame I felt. I have never cried so much in my life, as she comforted me and encouraged me to take the next step.

I took classes. That first day I remember my head hung so low in shame. I had a hard time believing this wasn't my fault. But week after week they educated me on what had happened and I could see it plain as day. I got stronger every week. I learned about gaslighting and the use of emotional control.

Week after week new victims joined the class, starting out the same way I did. We found ourselves closely bound by our experiences. We knew that no one could possibly understand except our counselor and us.

The amount of understanding, caring and dedication the staff has is unbelievable. They never gave up on us. They encouraged, cried and gave us tools. The programs they offer are incredible and life changing, so we don't end up in the same relationship again.

Without them I don't know where I would be...back in that same house, I suppose. I thank God for them and pray that they are able to continue the work that they do. I look forward to visiting them with a Ten Year Praise Report on my life. It's all because of them! With great gratitude and love.

# OUTREACH

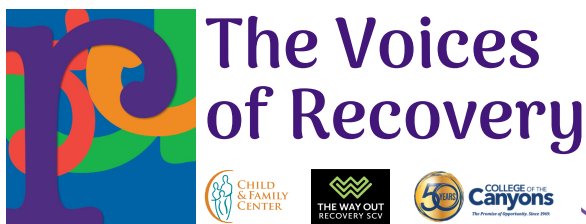
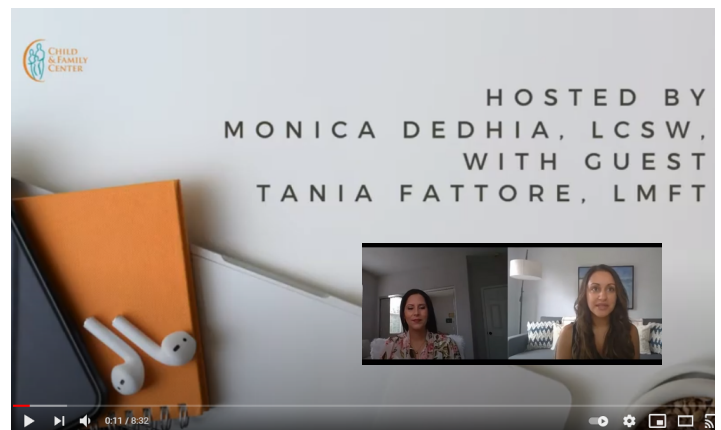


## Website Re-design

Our website [www.childfamilycenter.org](http://www.childfamilycenter.org) was redesigned to clearly explain the key services provided including mental health, alcohol & drug treatment and domestic violence.

## Excerpts from Experts

A Video Series on our YouTube channel, "Excerpts from Experts", offered information on topics such as Parenting: Creating a Sense of Calm During Community Crises; Pandemic, Prejudice, Panic; and D.V. Fact vs Fiction.

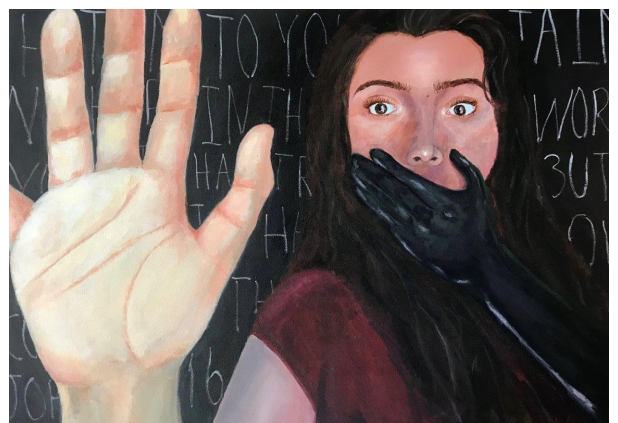


## Voices of Recovery

Our Alcohol & Drug Treatment team hosted Voices of Recovery in recognition of National Recovery Month in September, 2019. Held at College of the Canyons, the event featured a resource fair and a panel of teens and young adults who shared their journey to sobriety.

## A Night of Expression

Our Domestic Violence Prevention Team held "A Night of Expression" in February to highlight Teen Dating Violence Awareness Month in a creative way. The event gave local high school students the opportunity to create their own stories of strength and survival through art, poetry, song and dance.





# RECOGNITION

## The Joint Commission Seal of Approval

Child & Family Center was awarded The Joint Commission's Gold Seal of Approval® for Behavioral Health Care Accreditation in May 2020 by demonstrating compliance with its 1200 performance standards.



The Joint Commission accredits more than 22,000 US health care organizations and programs. The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective care, treatment and services.

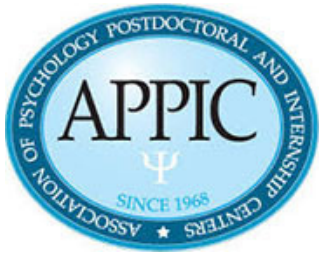
## Guidestar Platinum

Child & Family Center achieved Guidestar's Platinum Seal of Transparency in May 2020. Guidestar is a national organization that provides unbiased information to help donors and key stakeholders make educated decisions about nonprofits and the work they do. By providing up-to-date information, nonprofits allow potential donors and funders to make educated decisions.



A nonprofit earns the Bronze Seal by providing basic information—mission, leadership team and board members, and basic program information. It can share financial information to earn Silver; qualitative information about goals, strategies, and vision to earn Gold; and, finally, metrics to show the progress made toward its mission to earn the highest seal, Platinum.

# TRAINING



## APPIC Member

Child & Family Center was awarded membership in APPIC (Association of Psychology Postdoctoral and Internship Centers) in June, 2020. As a member, the Agency is included in the centralized location for graduate students to apply for postdoctoral positions, fellowships, and internships.

## Student Training

Nine students were enrolled in our student training program in 2019/20. The program offers practicums for Marriage & Family Therapy and Psychology; and intern opportunities for Doctoral Psychology, and Master in Social Work. Students work in various departments and programs within the Agency such as Outpatient Mental Health, Early Childhood Mental Health, Domestic Violence, and Substance Use Disorders. The students gain exposure to the varied roles that clinicians play in community mental health agencies, in a supportive learning environment.

*"This internship has helped me so much in the development of my clinical skills. I am very grateful for this experience and have already recommended it to friends."*

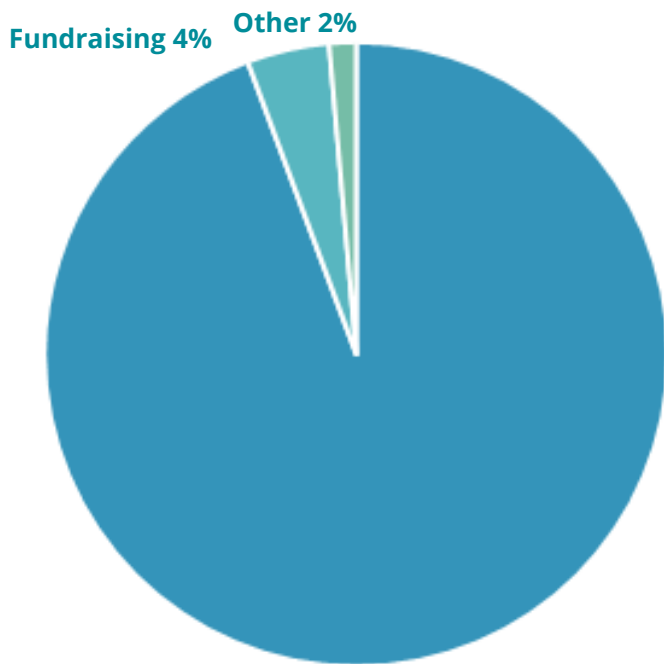
*"My supervisor is incredible. She has made herself available for support at all times, validates my concerns, supports me in my clinical growth and formulation, and challenges me to think beyond my areas of expertise."*

*"Supervision provides me an opportunity for professional development and the safe space to discuss candid issues that arise in therapy sessions. I always walk away with several tips and new strategies and perspectives when working with clients."*



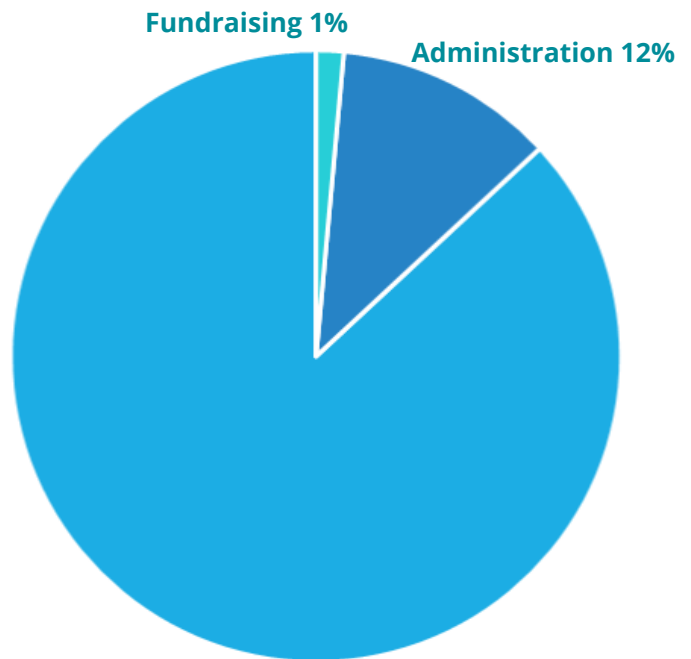
# FINANCIAL OVERVIEW

**TOTAL REVENUE**  
**\$13,298,745**



**Program Contracts 94%**

**TOTAL EXPENSES**  
**\$13,273,315**



**Program Contracts 87%**





# IMPACT

**Total Treatment Hours**  
117,817

**Individuals Served**  
2200

## GEOGRAPHIC DISTRIBUTION

Acton	12
Antelope Valley	419
Canyon Country	759
Castaic	93
Newhall	274
San Fernando	102
Saugus	198
Stevenson Ranch	47
Valencia	152
Other	144



## MENTAL HEALTH

### TOTAL 1848 CLIENTS SERVED



#### Ages

0-5	176
6-12	546
13-18	682
19+	444

#### Ethnicity

African American	135
Caucasian	524
Hispanic	927
Asian	36
Other	226

Male	824
Female	1024



#### Diagnoses

Anxiety / Stress Disorders	- 28%
Behavioral / Emotional Disorders	- 26%
Mood	- 44%
Other	- 2%

# IMPACT



## ALCOHOL & DRUG TREATMENT

TOTAL 87 CLIENTS SERVED



### Ages

13-18	18
19+	69

Male	39
Female	48

### Ethnicity

African American	1
Caucasian	26
Hispanic	9
Other	51



## DOMESTIC VIOLENCE

TOTAL 265 CLIENTS SERVED



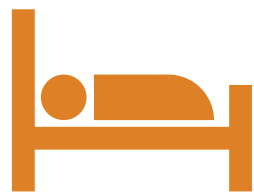
### Ages

0-5	25
13-18	2
19+	238

Male	12
Female	253

### Ethnicity

African American	31
Caucasian	73
Hispanic	103
Other	58



Bed Nights  
1,141 individuals



Hotline Calls  
1,858

# SUPPORT

Thank you to our supporters for helping to make all of our amazing achievements possible this year. The donor list below reflects cash gifts received between July 1, 2019- June 30, 2020. If we have inadvertently omitted your name, please accept our apologies and contact the Agency.

## \$175,000

Weingart Foundation

## \$25,000

Henry Mayo Newhall Foundation

## \$10,000-\$19,999

Proverbs 3:9 Foundation

Bank of Santa Clarita

Steve Y Kim Foundation

Fanny and Svante Knistrom  
Foundation

Ken & Diane Kreyenhagen

## \$5,000-\$9,999

Boston Scientific

L.A. County Board of Sup 5th Dist  
Valencia BMW

## \$2,500-\$4,999

AT&T

Michael & Melina Berger

Christ Lutheran Church

Gary & Diana Cusumano

Dr. Michael & Kristine Huber

Paul A.Hughes Family Foundation

Henry Mayo Newhall Memorial Hospital

Santa Clarita Elks Lodge

Soroptimist Intl of Greater SCV

Steve & Julie Sturgeon

Bruce & Aida Weinstein

## \$1,000 - \$2499

Dr. Joan & Joey Aschoff

William & Valerie Cooper

City of Santa Clarita

Barbara Stearns Cochran

Don & Cheri Fleming

Roger & Carol Gelsinger

Roberta R. Kessler

Charlotte Kleeman

Kreg Corporation

Ric Johnson & Irene Thomas-Johnson

Nick & Elise Lentini

Mark & Ginger LeVang

Mercedes Benz of Valencia

Steven & Tammy Milovich

Petersen International Underwriters

## \$1,000 - \$2499 (cont)

SCV Man And Woman of the Year

SC Soccer Center Lil Kickers

Santa Clarita Sunrise Rotary Club

Jim & Liz Seipel

Tony Silbert

Snow Orthodontics

T.K. Tae Kwon Do

UCLA Health

Whole Foods Market Valencia

Scott & Vanessa Wilk

Dr. Marc Winger & Eileen Mann

Wolf Creek Restaurant & Brewing Co.

Dr. David & Teresa Wong

Woodward Charitable Trust

## \$500-\$999

Fred Arnold

Christine L. Blazey

Jerry Buckley & Sue Reynolds Buckley

Joyce Carson & Doron Schleifer

CFC Women's Auxiliary

Jessica Coleman

Jen Gerard

Kathleen Greulich

Hi Desert Ladies 500 Club

Kids Adventure Dental

Thomas & Colleen Lee

Macy's

Meadows Elementary School

Harold & Jacquelyn Petersen

Real Life Christian Church

St Kateri Tekakwitha Catholic Church

Santa Clarita Rotary Club

Sulphur Springs Union School Dist

Anne Tramble

Dr. Michelle & Loren Witkin

Stephen Youlios

## \$200-\$499

Academy Swim Club

Back To Health Chiropractic

Baywood Dental Group

Code Ninjas

Stephen & Mary Ann Colf

Wendy Collins

Bradley Sommers

& Staci Daniels-Sommers

## \$200-\$499 (cont)

Ana DeGuzman-Silva

Embrace Your Smile

Russ & Linda England

Paul & Miriam Enright

Connie Fan

Tania Fattore

Friendz

Michelle Gawenda

Daniel & Eileen Gunning

Allen Hohnroth

Kidz Dental Care

Kroger

James Leserman

Margaret Lininger

Brandon & Amber McGreevy

Taylor Miller

Network for Good

New York Life Insurance

Newhall School District

Painting With a Twist

Bertrand R. Paras

Penny Lane Centers

Nicole Platte

Premier Martial Arts

Pump It Up Party

RBL Stevenson Ranch

Remo, Inc.

Renewal by Andersen

S.C. Children's Dental

Santa Clarita Coalition

S.C. School of Performing Arts

S.C. United Methodist Church

Scooter's Jungle

SCV Water

Ranae Seaton

Joyce Shulman

Unitarian Universalists

United Way, Inc.

Valencia Dental Group

Elisabeth Villagrasa

Wells Fargo Bank

Community Support Campaign

Kevin Zolriasatain



# SUPPORT

## In-Kind Gifts \$250 +

9 Round Kickboxing  
Adept Fasteners Inc  
Albertsons  
Dr. Joan & Joey Aschoff  
Baby 2 Baby  
Beverly Hills Teddy Bear Company  
Bocchi Laboratories  
Gary & Susie Bohamed  
Boston Scientific- Neuromodulation  
Melody Burkett  
Jillian Causey  
Chicago Title  
Tami Cicerello  
Citadel Environmental Services, Inc.  
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Peter Goossens  
Handmade Especially for You  
Harman International  
Sheri Harrison  
Highlands Elementary School  
Ice Recovery and Wellness  
Jill's Cake Creations  
Cheryl Jones  
Rebecca Judd  
Britton & Gina Julien  
Brock & Carol Kaericher  
Nila Karimzai  
Taylor & Becca Kellstrom  
KHTS AM 1220 Hometown Station  
Kidz Dental Care  
Robert Kogen DDS  
Jean La Corte & Walter Kiczek  
LA County Probation  
La Petite Academy - Location 2  
LA Sheriffs Department/S.C. Courthouse  
Los Angeles County Board of Sups. 5th District  
Steve & Tracey McNeal  
Brian Melville - ReMAX  
Sharon Moore  
Jennifer Morrison  
Movement of Pilates  
Jennifer Mussenden  
Jeff & Denise Myers  
Neotech Products  
Olive Terrace Bar & Grill  
Cindy Palomares  
Presto Pasta  
Project Linus  
Peggy Rasmussen  
Hannah Remsen  
Alicia Rodriguez  
Santa Clarita Elks Lodge  
Santa Clarita Sheriffs Station  
Santa Clarita Valley Jaycees  
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SCV Playmakers  
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Rebecca Solano  
Soroptimist International of Greater SCV  
Soroptimist International of Valencia  
Sunshine Learning Center North Valencia  
The Reape Rickett Law Firm  
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Unitarian Universalist Congregation  
Kathryn Van Duzee  
Victoria Secret  
Jackie & Laurie Yelton  
Bruce & Aida Weinstein  
Desiree Williams  
Wolf Creek Restaurant & Brewing Co.





**CHILD  
& FAMILY  
CENTER**

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**661-259-9439**

**[www.childfamilycenter.org](http://www.childfamilycenter.org)**