



Aiming for Excellence

ANNUAL REPORT
2018

“Strengthening families today for stronger communities tomorrow.”

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What an exciting year it has been at Child & Family Center. Our board of directors approved a three-year Strategic Plan, developed with the input from our clients and community partners. The plan supports and reinforces our commitment to the Quadruple Aim of Better Care, Healthier People, Smarter Spending and Joy in Work.

For the past few years, we have focused on building our infrastructure for long-term sustainability while positioning ourselves to grow and expand to meet the behavioral health needs of our communities. Several exciting opportunities presented themselves to Child & Family Center that were consistent with our mission and strategic direction that allow us to better serve our communities and deliver on our mission of helping people thrive.

First, we were awarded a contract to provide services in the Antelope Valley; a high need community with limited available services. Early last year, we opened our office in Palmdale and began providing in-home services for high-risk families impacted by substance use, domestic violence, poverty and limited educational opportunities.

Another area of unmet need was the provision of substance use services for low income uninsured and under insured teens and adults. Our staff worked diligently to create and implement our first state certified primary substance use program.

Finally, with the board and the community's support, we made the decision to merge with the Santa Clarita Valley Domestic Violence Center. A merger would allow us to leverage our resources and strengths in order to provide a fuller continuum of care and greater access to services for survivors of intimate partner violence. In January, the merger was complete and shortly after that, we began providing domestic violence services out of our Palmdale location as well as here in Santa Clarita.

The beauty of these three significant opportunities is that they fit perfectly with our existing services and filled gaps within the community's service needs. With our new Strategic Plan in place, we will measure all decisions, initiatives and actions in terms of how it supports our commitment to Better Care, Healthier People, Smarter Spending and achieving Joy in Work. None of this would have been possible without the ongoing support of our employees, board members, volunteers, private and public funders and the compassion and generosity of our donors. Please join us on this journey as we aim for excellence.

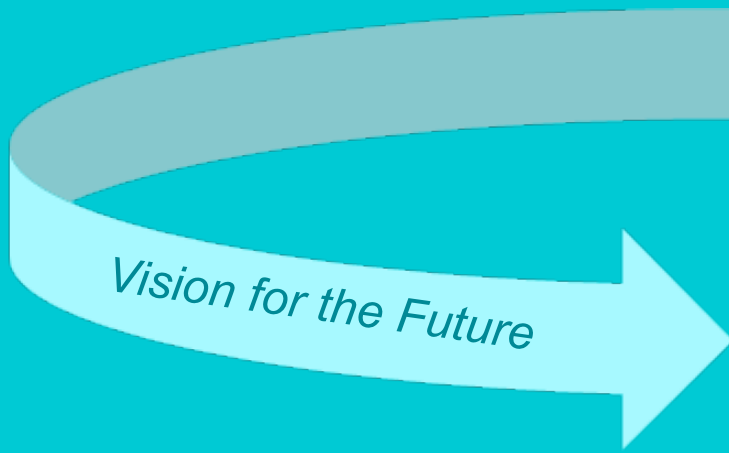


Joan Aschoff, PsyD
CEO



Michael D. Berger
Chair

2018-2021 STRATEGIC PLAN



Quadruple Aim for Excellence

Our Strategic Plan supports the focus for maintaining the essential financial stability required to sustain quality care, treatment, and services while demonstrating a deep commitment to an investment in our employees. In the coming years, our goal is to provide better care to more people resulting in healthier people and communities. We are confident that we will be successful. This three year plan was two years in the making. It reflects input and data from our valued community partners, healthcare providers, volunteers, employees, board members and funders. We are grateful for their contributions to our vision. With every exciting change, we broaden our view of ourselves and continually evaluate how we can do better in realizing our mission, promise, and potential.

GOAL #1

Better Care

- Commit to excellence by ensuring all processes and operations are necessary, clearly defined, and efficiently designed to align people, systems, and policies.
- Build and maintain staff and organizational competency for client and family-centered care by matching workforce supply and skills with education & training.

GOAL #2

Smarter Spending

- Proactively meet growth and integration demands that address organizational and community needs while delivering higher-quality care and necessary infrastructure support.

GOAL #3

Joy in Work

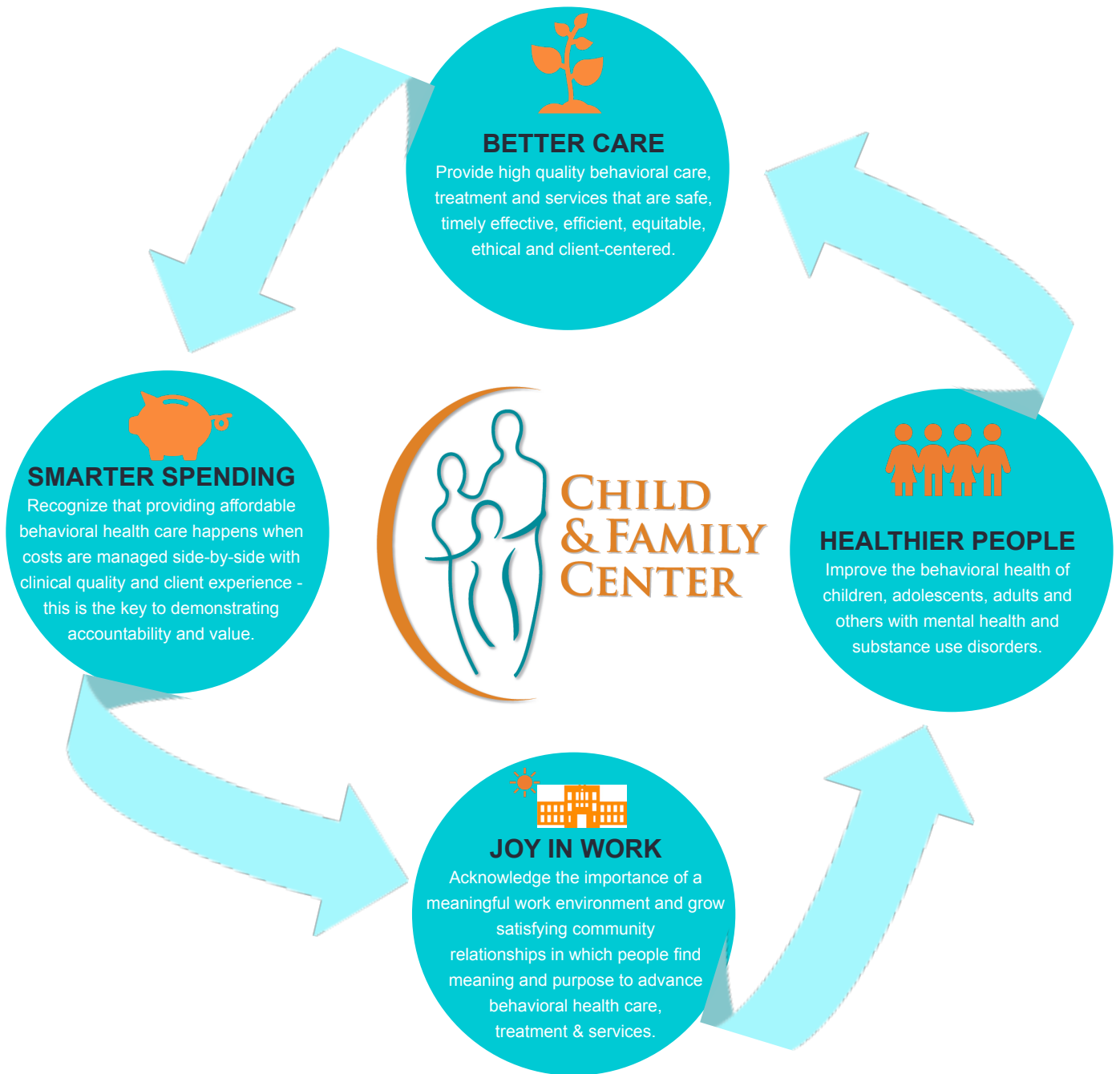
- Recruit, train and retain the best individuals and build best teams to ensure Child & Family Center has the right people with the right skills in the right place.
- Build high impact Board and leadership that invest its energy in strategy, performance management, organization health, talent management and compliance.

GOAL #4

Healthier People

- * Use evidence-based care models for mental health, substance use and domestic violence services and value-based contracting to ensure the healthiest population possible.
- Broaden reach by expanding collaborative and productive partnerships with investors, health systems, primary care providers, payers, schools, community organizations and others.
- Meet the community's growing and unmet needs by enhancing clinical offerings and culturally competent care such as service area expansion for behavioral health, education and advocacy programs, and domestic violence services.

OUR QUADRUPLE AIM FOR EXCELLENCE





BETTER CARE

Provide high quality behavioral care, treatment and services that are safe, timely effective, efficient, equitable, ethical and client-centered.

SERVICE EXPANSION TO PALMDALE AND ANTELOPE VALLEY

Child & Family Center expanded our services to Palmdale in the Antelope Valley in the spring of 2018. The satellite facility enables us to provide much needed services in an area that is lacking in services for families.

Family Preservation Program and Domestic Violence Services are provided at the Palmdale location.

Family Preservation provides support when problems arise in families determined so severe that children are at risk of removal from the home. Program provides a full range of supported services to allow children to remain in the home while assisting the family to build upon their own strengths.

Support services include in-home counseling, case management, parent training, help with creating a budget and transportation.

In addition, our Palmdale office provides families with more immediate mental health services, since previously clients were waiting two or three months for openings at other facilities in the area.

Domestic Violence Services are also available at the Palmdale site.

Services include Court Advocacy, which provides support for survivors throughout their court case by assisting with temporary restraining orders, explain court procedures, accompanying them to court, offering emotional support and developing a safety plan.

Parenting classes and domestic violence support groups are offered.

Participants gain parenting skills, learn about the cycle of violence, red flags, power and control and the effects of domestic violence on children.

CARE TEAM

Crisis Aftercare Response & Education



Crisis Aftercare Response & Education (CARE) Team was created in the spring of 2018. Steve Kim, owner of Sand Canyon Club, donated \$25,000 to fund the implementation of the program, which provides a standing resource the community can call upon whenever tragic events occur. The goal of the CARE Team is to provide critical support and linkage to longer-term services, if needed. Studies have shown that early intervention after a crisis prevents long-term effects that stem from witnessing or being impacted by a traumatic event.

The CARE Team will respond within two hours of a request for assistance. Based on an initial overview of the situation, the Team will tailor the intervention and educational materials to the specific kind of event that has occurred (suicide, homicide, accident, natural disaster, etc.). Specially trained clinicians will go to the designated location and debrief those impacted, normalizing feelings and attending to more urgent mental health needs as they arise. If the number of people impacted is such that there is a need, short-term support groups will be created and implemented within a few days at a convenient location for participants. The CARE Team's services are conducted free of charge to the community.



SMARTER SPENDING

Recognize that providing affordable behavioral health care happens when costs are managed side-by-side with clinical quality and client experience - this is the key to demonstrating accountability and value.

CHILD & FAMILY CENTER AND DOMESTIC VIOLENCE CENTER MERGER

Child & Family Center and The Domestic Violence Center of Santa Clarita Valley joined forces and merged into a single organization in January 2018. The Domestic Violence Center became a new department of Child & Family Center known as the Domestic Violence Program. The program is a valuable addition to Child & Family Center's array of behavioral health services, as the two parties complement one another in mission and operations.

Many private grant-making foundations are encouraging non-profits with similar missions to consolidate, offering efficiency in granting funds while eliminating service overlap and allowing the opportunity to serve more people in need. A non-profit sustainability initiative offered by the California Community Foundation provided consultants that guided Child & Family Center and The Domestic Violence Center through the merger process, which involved a task force and many interviews with community members, board members, stakeholders and staff over the course of a year.

Child & Family Center has a strong infrastructure and a staff of professional clinicians while The Domestic Violence Center had comprehensive domestic violence programs in place and the expertise in providing emergency shelter, advocacy, legal support and education. The merger affords a greater continuum of care and services.

Clients served at Child & Family Center now have easier access to domestic violence prevention and education while those affected by domestic violence have access to a full continuum of behavioral health services.

Jennifer's Journey

Jennifer fell in love with Erick the first time they met. They were married within a few months and she became pregnant right away. Over the next few years, they had two more children. One night Erick,



who was very drunk, got very angry and began hitting Jennifer. The next morning he apologized; she knew he did not really mean to hurt her. Then it happened again, and again, and again. Each time she had to give a different excuse to her friends and family about how she was injured. "I fell. I tripped. I am such a klutz!"

One night Erick was so enraged he grabbed his toolbox from the garage and threw it at her head. Jennifer suffered a broken nose, broken teeth and a black eye. She could not take it anymore and filed charges against him. He went to jail and she went into a domestic violence shelter. Jennifer went back to live with him when he was released from jail, because she thought that living with him would be better for the kids.

Two months later, Erick became angry once again, took a knife from the kitchen drawer, and cut her across the forehead. She screamed, kicked, and somehow got out of the home, although she could barely see with blood pouring down her face. She knocked on her neighbor's door in the middle of the night and had to leave her young children behind.

The Department of Child & Family Services opened a case and Jennifer lost custody of her children. Just when she was about to give up hope, she reached out to the Center's Domestic Violence Program. She finally felt safe. She attended classes where she learned how to recognize the signs of domestic violence. The staff helped her navigate through court proceedings. Eventually DCFS closed the case, and she regained custody of her children. The case managers helped to find her housing and she got a job. Jennifer, who once believed her life was over, now has hope for the future.



JOY IN WORK

Acknowledge the importance of a meaningful work environment and grow satisfying community relationships in which people find meaning and purpose to advance behavioral health care, treatment & services.

Members of the Elks Lodge host Family Fun Night for our clients each summer, providing barbeque food, dj and live entertainment. They also donate 275 backpacks for our clients in need. Thank you!



Staff members have many opportunities to socialize with their co-workers during the year.





HEALTHIER PEOPLE

Improve the behavioral health of children, adolescents, adults and others with mental health and substance use disorders.

One in ten people over the age of 12 struggle with substance use, including addiction to prescription drugs.

40% of individuals who know they have an alcohol or drug problem are not ready to stop using

4% of 8th graders, 10%, of 10th graders, and 17% of 12 graders in the U.S. report binge drinking.

OUTPATIENT SUBSTANCE USE DISORDER TREATMENT

Child & Family Center received the Drug-MediCal certification for the Outpatient Substance Use program in the summer of 2017.

The outpatient program is for adolescents and young adults with substance use disorders. We believe that a peer interacting with peers, under effective clinical guidance, is the best modality for addressing drug and alcohol use issues. In addition clients may receive individual therapy, group therapy and case management services.

To be eligible for services, the person must be experiencing a problem with alcohol &/or drugs and meet medical necessity criteria for specific level of treatment

The program allows the client to live at home and offers up to 6 hours of treatment weekly for clients ages 12-17 and up to 9 hours for clients 18-65.

Emma

Emma went to live with her grandma when she was 14 years old. Her father had been in prison since she was a toddler. Her mother struggled with alcohol abuse and was not always available for her. Her mother was in and out of jail through the years and finally her grandma took Emma in to live with her.



Emma had a difficult time adjusting to her new home and her grandma's strict rules. She started hanging out with the wrong crowd. They were smoking marijuana at school. This led to using prescription drugs. Her grandma caught her stealing medication from her medicine cabinet. Emma's grandma knew she needed help and brought her to Child & Family Center.

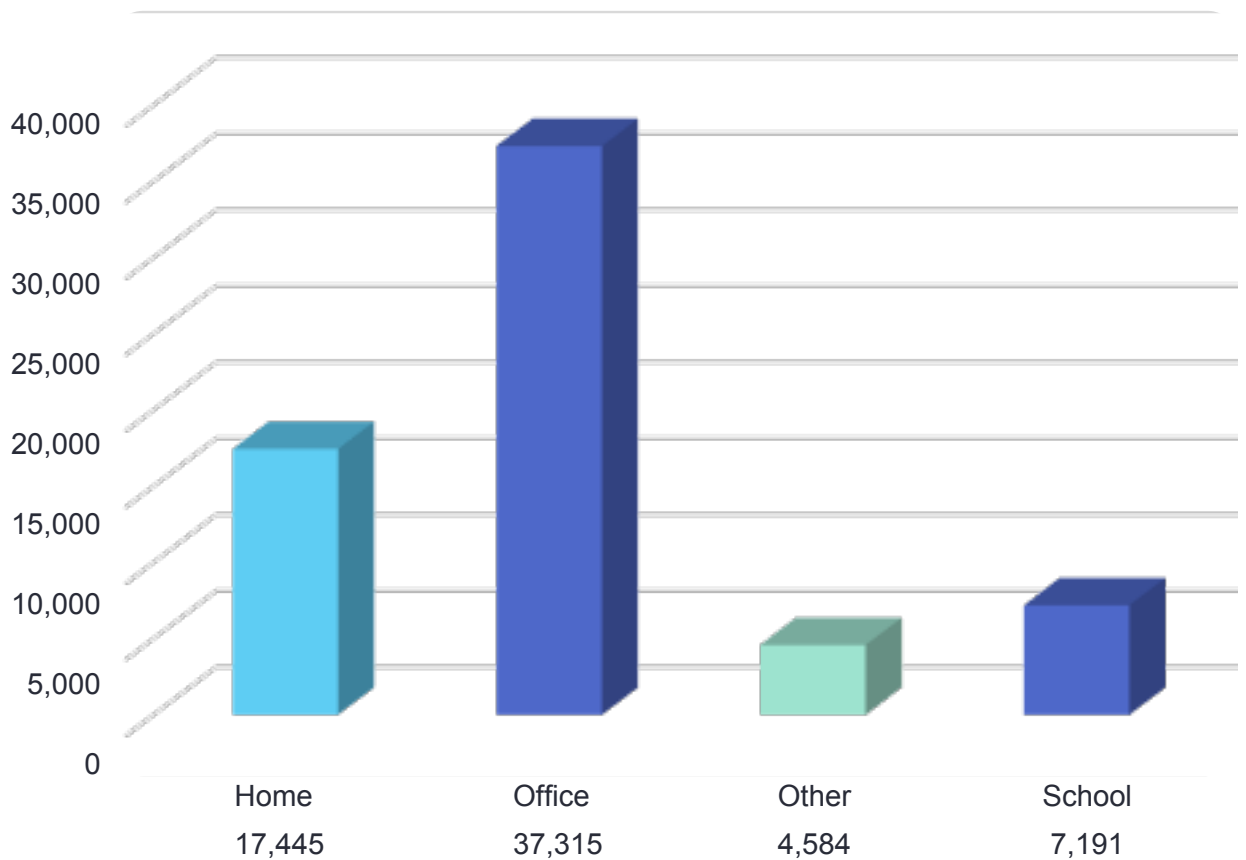
At first, Emma would not participate in the group sessions. During conversations with her therapist, she revealed that she felt abandoned by her parents. She was depressed and lonely. The drugs helped to ease her pain. During the six-month program, Emma began to open up more. She never missed a session and was dedicated to making a change. It's been a year since Emma has finished the program and she is clean from using drugs. She is doing well in school, has a part-time job and plans to enroll in college next year.

IMPACT NUMBERS

66,535
TOTAL
TREATMENT HOURS

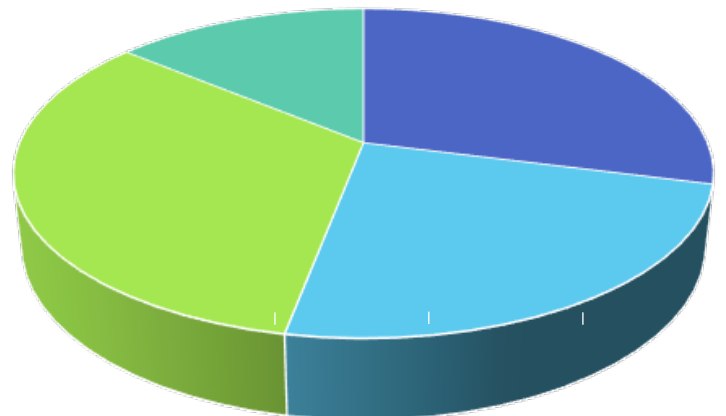
2,296
INDIVIDUALS SERVED

TREATMENT HOURS BY LOCATION



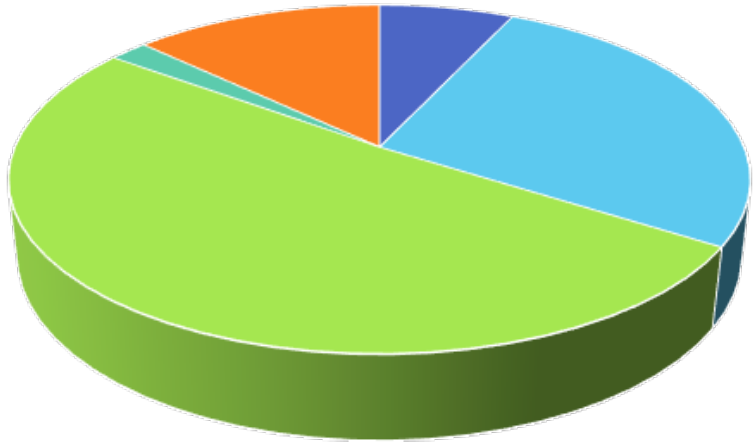
DIAGNOSES

- Anxiety / Stress Disorders 29%
- Behavioral / Emotional Disorders 24%
- Mood 33%
- Other 14%



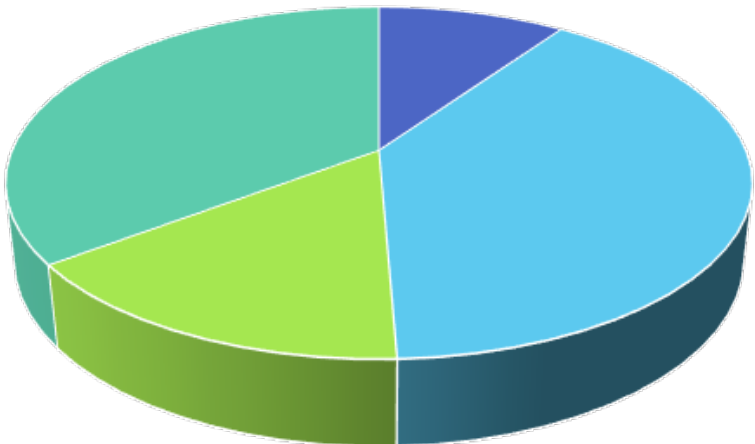
ETHNICITY

- African American 7%
- Caucasian 27%
- Latino 51%
- Asian 2%
- Other 13%



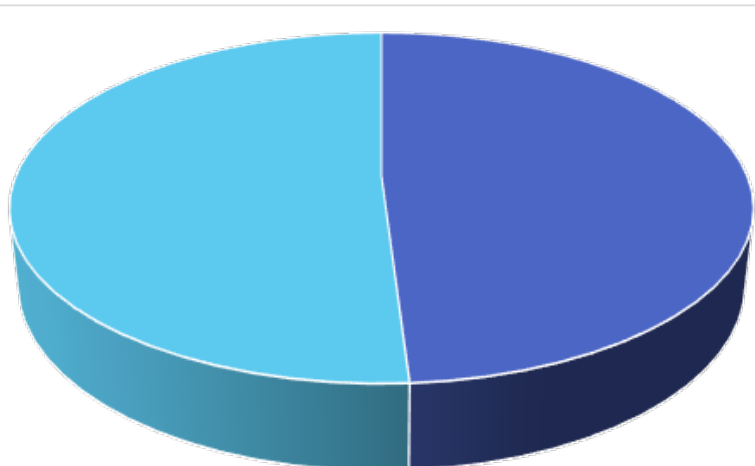
AGES

- 0-5 10%
- 6-12 35%
- 13-18 40%
- 19+ 15%



GENDER

- 1,165 - MALE
- 1,131 - FEMALE

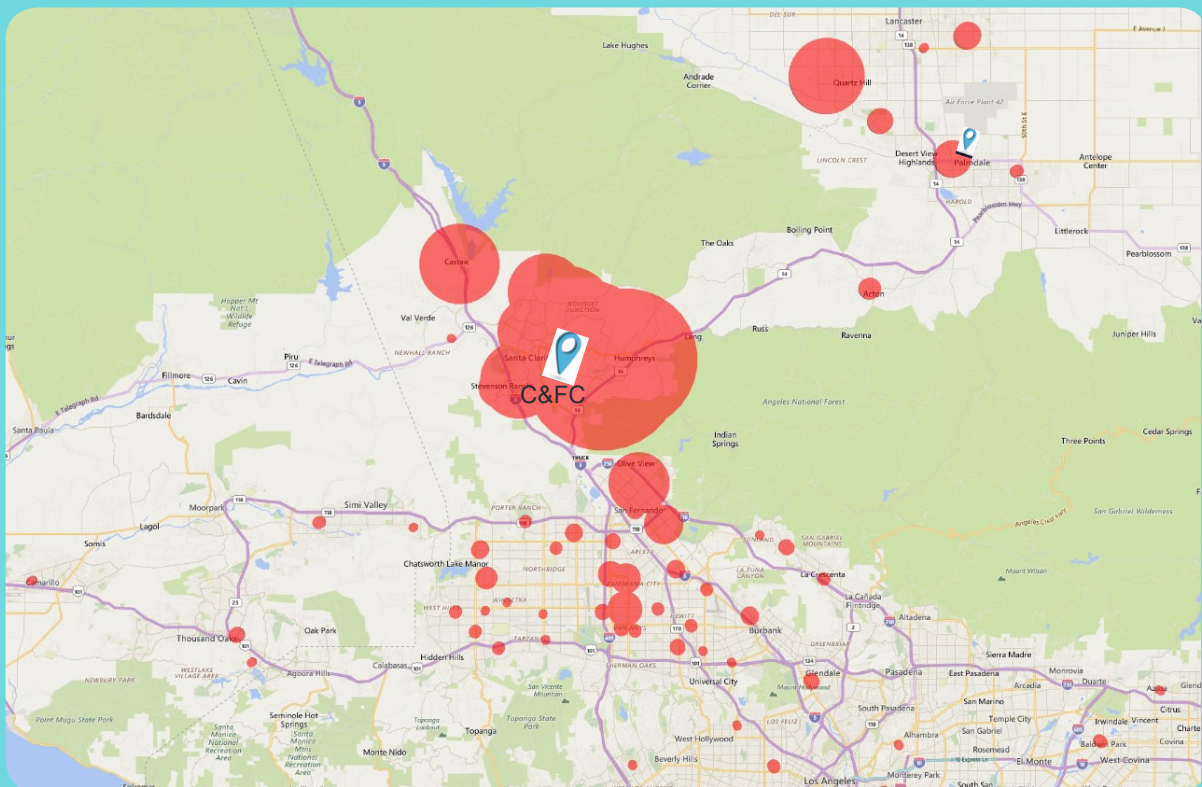


OUR COUNTY WIDE SERVICE AREA

Child & Family Center is centrally located in the city of Santa Clarita.

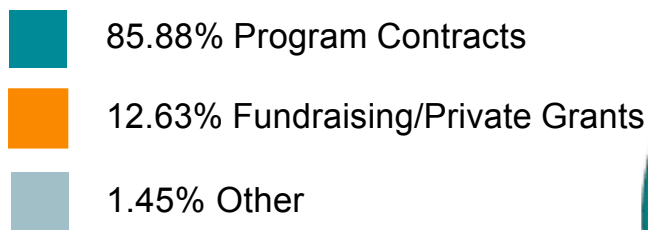
Our clients primarily reside in the Santa Clarita Valley, Castaic, Palmdale/Antelope Valley and San Fernando Valley.

Our field based programs see clients over a wide area throughout Los Angeles County.

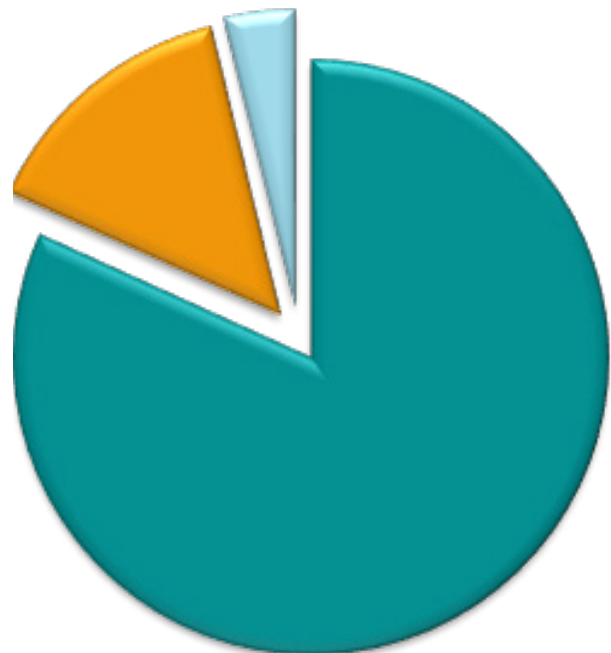
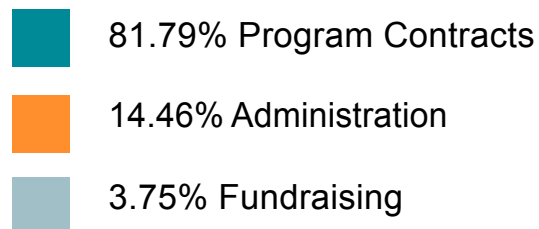


2017/18 Financials

Revenue



Expenses



SERVICES WE PROVIDE



OUTPATIENT THERAPY

The cornerstone of the programs offered at Child & Family Center. Services include individual, group and family psychotherapy for children, adolescents and their families.

The entire family is involved to encourage nurturing relationships in the home. The team of professionals includes pre-licensed and licensed psychologists, licensed clinical social workers, marriage and family therapists, and board-certified psychiatrists.



PARENTING CLASSES

Parenting classes are available for parents of children 0-16. These classes are typically held for six weeks and offered weekly. Classes are offered to clients of Child & Family Center as part of their treatment services as well as to community members.



CRISIS INTERVENTION

The Crisis Team responds immediately to calls from parents, school personnel, police, probation officers, Department of Children and Family Services or the child themselves. Children and youth up to age 21, who have expressed suicidal or homicidal thoughts, or have severe behavioral problems that put themselves or others at risk of harm are seen immediately for crisis intervention, or assistance with hospitalization.

In addition, the team is often called upon to respond to trauma situations in the community, working with local schools and Santa Clarita when critical incidents arise. The crisis team includes psychologists, marriage and family therapists and clinical social workers who are specially trained in crisis intervention and critical incident stress debriefing. The team also provides support, consultation and presentations to community groups and organizations.



MENTAL HEALTH SERVICES

Clinic and home-based mental health therapy services are available for families of children, adolescents and young adults exhibiting behavioral or emotional difficulties that are negatively impacting their development. The clinician supports the child and caregiver in strengthening their bond and empowering the parent to learn the skills needed to improve their child's behavior and functioning. The team also supports families in linking to other services like special education, or community-based resources, and provides developmental screening for all clients.



EARLY CHILDHOOD MENTAL HEALTH

Extensive services for preschool age children including Mental Health Consultation to private and public preschools, Outpatient Therapy, Parenting Classes and Parent Child Interaction Therapy (PCIT). PCIT focuses on promoting positive parent-child relationships and interactions, and teaching parents effective child management skills. The most appropriate referrals are children between the ages of 2-7 years who are exhibiting challenging, disruptive behaviors.



CHILD ABUSE PREVENTION

Help for abused and neglected children who are at risk of being removed from the home. Therapists work with the entire family to build upon their strengths, empowering them to succeed. In some cases, a team is assembled, involving the family, neighborhood or community partners, caregivers, parent partners, treatment staff and facilitators. These family meetings engage families in developing an individualized plan to keep the child safe and the family intact.



SCHOOL LINKED SERVICES

Individual and Group Counseling and mental health services at various school sites in the Santa Clarita Valley for elementary, middle and high school students with emotional problems.

The program is designed to benefit students by helping them to become more focused on learning.

Comprehensive services include individual, family and group counseling. The therapists provide support to both the student and the classroom teacher. Therapists may observe classroom interactions and are available for consultation with teachers, counselors, school psychologists and administrators to offer appropriate classroom interventions for the teacher in dealing with the student.



MENTAL HEALTH ASSESSMENT

Assessments for children who have been detained through the Department of Child & Family Services (DCFS) and are being placed outside of their home. The staff member meets with the child, the foster parent(s) and the biological parent(s) when they are available. The assessments ensure the child's needs, such as medical, dental, developmental, speech/language, educational, vocational, mental health and family/caregiver are being met. The information is compiled and presented to the court to determine the appropriate needs, services and placement for the child. The assessments aid in increasing the family's level of functioning, the child's safety and possible reunification with the family.



INTENSIVE IN-HOME SERVICES

Intensive in-home mental health services for children, teens, and transitional age youth ages 16-25 and their families.

Family Preservation

Provides support when problems arise in families determined so severe that children are at risk of removal from the home. Program provides a full range of supported services to allow children to remain in the home while assisting the family to build upon their own strengths.

Wraparound

Team-based approach with parent partners, child family specialists, facilitators and clinicians building on the child and family strengths fostering self-sufficiency and promoting stability and permanency.

Full Service Partnership (FSP)

Working with families that are at risk of DCFS involvement providing intensive Mental Health services with staff available 24/7 to help individuals address emotional, housing, physical health, transportation, and other needs to assist them in functioning independently in the community.

Therapeutic Behavioral Services

Short-term behavioral support in addition to any other mental health service the child is receiving. Services are provided in a variety of settings including home, schools, health centers and community centers.



OUTPATIENT SUBSTANCE USE DISORDER TREATMENT

The Substance Use Disorder Treatment Program meets the growing need for outpatient drug free and intensive outpatient treatment services that address addiction and recovery.

Program goals include:

- Learn the skills necessary for obtaining and maintain a lifestyle free of alcohol and illicit drugs.
- Gain knowledge on how to cope with situations that might interfere with their recovery process.
- Develop insight to recognize signs of relapse, redirect negative behavior, and reach out for support.
- Reintegrate with social support systems and daily activities such as school or employment.
- Develop a positive network of family, friends and others to support recovery.

Treatment is available for ages 12-65 and services include screening, assessment/intake, treatment planning, health status questionnaire and/or physical exam, group counseling, patient education, individual counseling, crisis intervention, family therapy, collateral services, medication support services, alcohol/drug testing, discharge services, and case management.



DOMESTIC VIOLENCE PROGRAM

Services for domestic violence including an outreach center, emergency shelter, educational groups, and peer support.

Outreach Center serves men, women, teens and children who are victims of domestic violence by offering group and individual counseling, parenting classes, legal advocacy, temporary restraining order (TRO) preparation, and court accompaniment.

Emergency Shelter: offers food, shelter and support services to individuals and families who are victims of domestic violence and child abuse.



ADULT SERVICES

Treatment for adults focuses on treating the entire family unit, rather than only the adult. Upon completion of treatment, clients are encouraged to participate in recovery groups. Services are provided in the field or in community-based settings and includes Domestic Violence Parenting Education.

Guardians of Hope

Guardians of Hope is a distinguished group of individuals, businesses, and civic leaders who have made an annual contribution of \$1,000 or more.



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Gifts \$25,000 or more

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THANK YOU

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, 2017- June 30, 2018. If we have inadvertently omitted your name, please accept our apologies and contact the Center.

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\$20,000 - \$50,000

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In Kind Gifts \$250 +
A-1 Party Balloons
Andy Gump, Inc.
Anheuser Busch Wholesale
Fred Arnold
Backyard Grub N' Brews
Bergie's Steakhouse Bar & Grill
BJ's Restaurants, Inc.
Bonefish Grill
Sandi Broad
Lynn Bronson
Budweiser
Melody Burkett
Burrtec Waste Industries, Inc.
Cast & Crew Entertainment Services
City of Santa Clarita
Clarice's Cake & Candy Supplies
Classic Designs Jewelry
College of the Canyons - Culinary Art School
Wendy Collins
Confidential Data Destruction Co.
Katie Davis
Delta Kappa Gamma
Eat Real Cafe
Alison Gampe
Kristin Garner
Francine Gleckman
Catherine Groscost
G. Marshall & Kathleen Hann
H.E.R. Boutique
Honu Coffee
Hundred Miles
Hyatt Regency Valencia
Image IV Systems
Carlene Jaramillo
Jersey Mike's Subs
Jersey Mike's Subs
Jill's Cake Creations
KHTS AM 1220 Hometown Station
LA Party Rents, Inc.
La Petite Academy - Location 2
LA Sheriffs Department/Santa Clarita Courthouse
Larsen's Steakhouse
Rhonda Latka
Kristie Laurino
Lazy Dog Cafe
Melissa Lee
LT Express
Lucille's Smokehouse BBQ
Marstons Restaurant
Merchant Bancard Network
Mission: Renaissance, Inc.
Mix One Sound
Barbara Moore

Movement of Pilates
Nothing Bundt Cakes
Old Town Newhall Ice
Olive Terrace Bar & Grill
Paramount Pictures
PDC
Piccola Trattoria
Karen Piolatto
Pocock Brewing Company
Presto Pasta
Princess Cruises
Project Linus
Rattler's Barbeque
Kathy Reger
Rita's of Santa Clarita
Rubio's Fresh Mexican Grill
Salon 7
Salt Creek Grille
Samuel Dixon Family Health Center
Sand Canyon Country Club
Santa Clarita Elks Lodge
Santa Clarita Sheriffs Station
Santa Clarita Studios
Schlick Art Studios
Sandra Schwartzbach
SCV Water
SCVTV
Sharky's Woodfired Mexican Grill
Shelter Partnership, Inc.
Bonnie Siezega
Solita Tacos and Margaritas
Paula Soltero
Soma
Southern California Innovation Park
Spectrum Reach
Stonefire Grill
Sweet Beams
The Dudes Brewing Co.
The Magazine of Santa Clarita
The Signal Newspaper
Steve & Julie Sturgeon
Thomas Graphics
Thrivent
TPC Valencia
Unique Studio Rentals
Bruce & Aida Weinstein
Wesco Aircraft Hardware Corp.
Judy Williams
Wilson Creek Winery and Vineyard
Wine Warehouse

Gifts in Honor

In honor of Harold Petersen's Birthday

Lois Bauccio
Apo & Janet Yessayan
William & Catherine Kennedy
Susan McIntyre

In memory of Dylan Best

Dr. Melvin Morgan



CHILD & FAMILY CENTER

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