



FISCAL
YEAR
2023-24

IMPACT REPORT



A WORD FROM OUR CEO

As we reflect on the past year, I am filled with immense gratitude and pride for the work we do at Child & Family Center. Every day, our dedicated staff, board members, and community partners come together with a shared mission: Changing Lives, Healing Relationships, Helping People Thrive – Strengthening Families Today for Stronger Communities Tomorrow.



This year, we continued to provide critical support to thousands of children, families, and individuals through our mental health services, substance use treatment and prevention programs, and domestic violence program and shelter. With an increasing demand for our services, we remained steadfast in our commitment to ensuring that every individual who turned to us for help received the care they needed.

Our impact extends beyond our programs—we see it in the faces of the families who find hope, in the individuals who regain their strength, and in the communities that grow stronger because of the support we provide. I am incredibly proud of our team and the level of care and respect they show to each client. In fact, our most recent survey results affirm what we already know—100% of our clients said that our staff were helpful and treated them with respect. This is a true testament to the passion and dedication of our team.

We also had a fantastic year of community engagement and support! Our 35th Annual Taste of the Town and 5K Walk for Domestic Violence Awareness were incredible successes, bringing together volunteers, supporters, and advocates to raise funds and awareness for our programs. These events remind us of the strength of our community and the generosity of those who believe in our mission.

To our volunteers, supporters, and community partners in education and business—thank you. Your unwavering support fuels our efforts and allows us to continue meeting the growing needs of our community.

As we move forward, we remain committed to providing hope, healing, and opportunities for those we serve. Together, we are making a difference.

NIKKI BUCKSTEAD

CEO

OUR IMPACT

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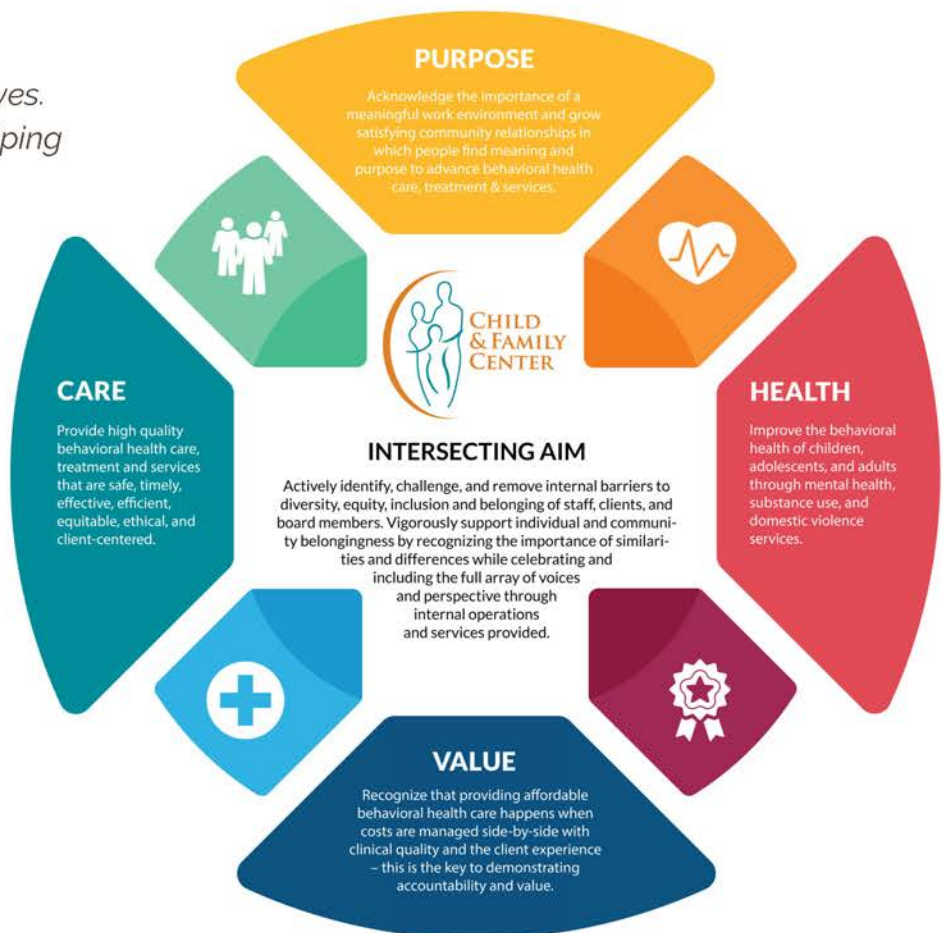
Our impact goes beyond the numbers—it transforms lives and strengthens our entire community. Since 1976, Child & Family Center has been a trusted provider of high-quality care, supporting tens of thousands of children and families through a wide range of services.

We offer comprehensive prevention, early intervention, and therapeutic programs, including counseling, crisis intervention, parenting classes, domestic violence support and shelter, substance use recovery, and school-based services.

Committed to serving our most vulnerable populations—Medi-Cal recipients, the underinsured—we continue to expand our reach to ensure no one is turned away.

Guided by our Quadruple Aim framework, we uphold the highest standards of care, financial stewardship, and inclusivity while fostering a healthy, supportive environment for our staff and community. Our mission drives us, and our work continues to create lasting change.

Our Mission: *Changing Lives.
Healing Relationships. Helping
People Thrive.*



OUR CORE VALUES

Our core values are the defining principles that our organization is built on. They hold us to higher standards and are the beacon which guides our staff. Our core values include not just to ensure we provide excellent care and services to our clients and community, but also in how we treat and support each other every day.

COMPASSIONATE

The very essence of our work with each other, clients, and the community we serve. It inspires our staff to approach each client and each other with empathy, understanding, and a sincere desire to support and assist. This creates a nurturing environment where everyone feels heard and valued.



EMPOWERING

Nurturing the strength within staff, clients, and our community, and providing the necessary tools and resources to equitably empower growth and purpose. We provide employees with the autonomy and opportunity to do their best work as well as hold each other accountable for our actions.

IMPACTFUL

Provide services to our clients and community that have positive, wide-ranging, and long-lasting effects. Staff ensure collaborative work with each other and community partners to benefit clients and the community as a whole.



QUALITY

Quality in our programs and services is of paramount importance. The Center demands high ethical behavior standards and operates with integrity. This guides our delivery of programs and services and maintenance of the highest standards of care.

TRUSTED

We are a safe and trusted space that allows our clients to confide in us, confidentiality is respected, and well-being is of the utmost priority. Staff have created a trusted work environment where mutual respect is essential to building healthy relationships amongst each other.





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AWARDS & RECOGNITION

CHILD & FAMILY CENTER IS PROUD TO HAVE BEEN RECOGNIZED FOR THE FOLLOWING:

Named as the **2023 Nonprofit Organization of the Year** by the California Chapter of the National Association of Social Workers.

Received **proclamation from Santa Clarita City Council** during Domestic Violence Awareness Month, recognizing Child & Family Center's Domestic Violence Program.

Our substance use treatment program, **Pathways to Recovery**, expanded its **field-based services** to provide treatment to participants at Bridge to Home, a local homeless services shelter

Recognized at the annual LA County Domestic Violence Awareness Month Breakfast and Awards Ceremony with a **Certificate of Appreciation** from Dr. Barbara Ferrer.

Program Manager, Jamie Muñoz received the **Diversity, Equity + Inclusion Leaders of Influence award** from Los Angeles Business Journal's Inside The Valley magazine

Two Child & Family Center clinical supervisors were accepted into the **LA Department of Mental Health** and UCLA Early Childhood Fellowship Program.

A member of the center's Board of Directors was nominated for Santa Clarita Valley's **Man of the Year Award**.



ORGANIZATION ACCOMPLISHMENTS

In 2023-2024 fiscal year, staff engagement initiatives, such as anniversary lunches, quarterly appreciation parties, and staff meetings featuring employee recognition, have significantly improved employee retention. These efforts have fostered a supportive and positive work environment, strengthening morale across the organization.

The results speak for themselves: our annual staff turnover rate decreased from 32% in the previous year to 19%. This improvement underscores the effectiveness of our engagement strategies in boosting employee satisfaction and reinforcing their commitment to the center, our clients, our community, and our mission.

These initiatives reflect our ongoing dedication to valuing and investing in our team, ensuring a motivated and cohesive workforce that can better serve those in need.

2,151

Unique clients served

5,000

Individuals impacted



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PROGRAMS & SERVICES

DOMESTIC VIOLENCE PROGRAM & SHELTER

4,559

Answered crisis calls through our 24-hour hotline

1,193

Group counseling sessions provided to Domestic Violence survivors

308

Nights of shelter provided to families and individuals fleeing a dangerous situation

44

Survivors supported with legal assistance in filing restraining orders and protective custody orders

OUTPATIENT MENTAL HEALTH PROGRAM FOR CHILDREN, YOUTH AND FAMILIES

Our outpatient mental health program is our largest program at the Center.

1,484

Clients served (4000 individuals when supported family members are counted)

48,760

Clinical sessions and services provided to those individuals and families.

2,803

Psychiatric sessions provided in our Psychiatry Department

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INTENSIVE MENTAL HEALTH FIELD-BASED SERVICES

The Center offers several intensive mental health services which we provide in the homes of our clients. These services include Family Preservation (FP) Program, Therapeutic Behavioral Services (TBS), Full-Service Partnership Program (FSP), Multi-Disciplinary Assessment Team (MAT), and Wraparound Family Services (WRAP). These services provide an intensive and comprehensive array of mental health services to help support the client and their family.

203

Unique clients served in our in-home, intensive mental health programs

13,504

Mental health and support activities provided, including Therapy, Psychiatry (if appropriate), Case management, Parent/Caregiver education and support

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PATHWAYS TO RECOVERY

Our Pathways to Recovery outpatient treatment program is available to those aged 12 and older, who are looking to get into recovery from drugs and alcohol.

90

Number of clients served

2,960

Number of services and sessions provided to clients



PATHWAYS *to* RECOVERY

OUTREACH & EDUCATION SERVICES

Our Prevention and Outreach teams provide workshops, parenting classes, education groups, and onsite school-based groups.

13,013

Participants reached through 524 activities held by Child & Family Center in schools and the community

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HELPING FAMILIES MAINTAIN STABILITY

While Child & Family Center does not specialize in homelessness prevention services, we recognize the critical need to support families in crisis and help them maintain stability. Over the past year, we were able to assist 159 families in avoiding homelessness by providing essential support services tailored to their unique needs.

Through our comprehensive approach, we offered assistance with rent, utilities, food and groceries, clothing, furniture and appliances, auto repairs, and gas cards, helping families address immediate financial strains. Additionally, we provided children and teens with access to social enrichment programs, ensuring they remained engaged and supported during challenging times.

By addressing these key needs, we helped families stay in their homes, maintain stability, and continue building a brighter future. Our commitment to strengthening families remains at the heart of our mission, and we are proud to have played a role in keeping these families safe and supported.

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FINANCIAL OVERVIEW

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TOTAL ASSETS

\$11,345,000

\$7,832,000

Current Assets

\$3,513,000

Buildings (net book value)
& Other LT Assets

TOTAL LIABILITIES & NET ASSETS

\$11,345,000

\$1,968,000

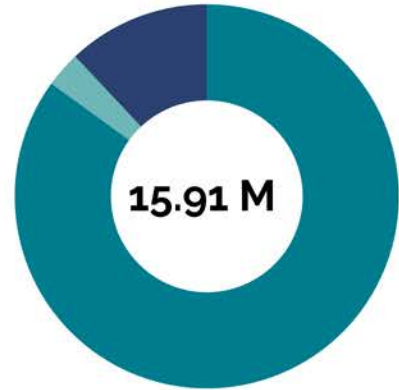
Liabilities

\$9,377,000

Net Assets

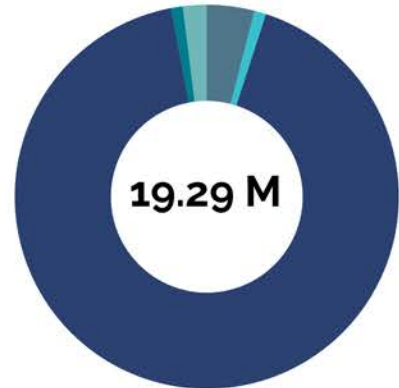
EXPENSES

- 85% Program
- 3% Fundraising
- 12% Administrative



REVENUE & CONTRIBUTIONS

- 4% Contributions & Private Grants
- 1% In-Kind Contributions
- 92% Government Grants
- 1% Fundraising Events
- 2% Other



85%

Our focus is on the programs and services we provide. That's why 85% of all our funding goes directly into serving our clients and the community.



GIVE WITH CONFIDENCE

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Our Donors and Funders know we are a trusted and excellent stewards of their funding and donations.

Child & Family Center is proud to receive 4 out of 4 stars (the highest level awarded) by Charity Navigator. Charity Navigator rates nonprofits on Four Beacons: Impact and Results; Accountability & Finance; Leadership & Adaptability; Culture & Community.

We are proud to receive the "Candid Platinum Transparency ranking" from GuideStar which is the highest level of recognition for our commitment to fiscal transparency and mission-driven work. A Platinum ranking puts Child & Family Center in the top 0.1% of charities nationally in terms of transparency.

Donate Now!





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EVALUATION OF OUR PROGRAMS & SERVICES

Each year we ask our clients and graduates to complete a Client satisfaction survey. These are the results for Fiscal Year 2023-2024:

94%

of clients said they were able to get the services they needed through us.

99%

of clients said they liked the services they received at the Center.

81%

of clients said that as a result of services received they were better at handling daily life.

91%

of clients said staff was sensitive to their cultural background.

EVALUATION OF OUR PROGRAMS & SERVICES CONTINUED

94%

of clients said services were available at times that were good for them.

100%

of clients said the staff was helpful and treated them with respect.

78

bilingual staff members speaking Spanish, Japanese, Cantonese, French, Armenian, Hindi, Punjabi, Urdu, and Russian



MISSION MOMENTS



Kyle

After experiencing a difficult family situation, four-year-old Kyle struggled with frustration, emotional regulation, and communication. At preschool, he became withdrawn and acted out when overwhelmed, feeling misunderstood.

Through therapy at Child & Family Center, Kyle found a safe space to express his feelings and develop simple tools to manage his emotions, build confidence, and communicate in healthy ways. With this support, he began to open up, find joy in daily activities, and feel more secure at home and school. Today, Kyle is thriving—better equipped to handle challenges.



Candace

Candace, a sixth grader, sought help from the Child & Family Center for declining academic performance, angry outbursts at school, and hostility towards family. Upon discovering her home environment wasn't meeting her basic needs, her therapist and a case manager intervened. With their support, Candace's behavior improved dramatically. Now, she's described as poised, respectful, and excelling academically with straight A's, reflecting a significant turnaround in her well-being.



Liesel

Liesel and her brothers, supported by Child & Family Center, overcame immense challenges, including self-harm, trauma, and family struggles. With tailored therapy, wraparound support, and skill-building programs, each family member found healing and resilience. Monthly consults ensured coordinated care. Now, as DCFS closes their cases, Liesel and her family thrive, a testament to the power of mental health support for children and families.



Jeremy

Jeremy faced challenges after his parents' divorce, struggling with behavior and sleep. With tailored family therapy and ongoing support from Child & Family Center, Jeremy made significant strides. Now, he excels at school, enjoys time with his dad, and sleeps better, showcasing the impact of our mental health services. His journey underscores our commitment to fostering resilience and healing in children and families facing adversity.

