

# Inspiring Hope & Healing



CHILD  
& FAMILY  
CENTER

ANNUAL REPORT 2019

# INSPIRING HOPE



**CHANGING LIVES  
HEALING RELATIONSHIPS  
HELPING PEOPLE THRIVE**

One way that hope and healing is inspired in others is to share the success of those who have been where you have been and have accomplished what you hope to accomplish. We have all become familiar with success stories that pull at our hearts, make us recognize the great in others, feel uplifted about the sacrifice and giving nature of others and provide hope and encouragement where there once was despair.

The successes we experience here at Child & Family Center are no less life changing, heroic and worthy of celebration. A child who was once being disruptive in class and aggressive with classmates is now only disruptive occasionally, is doing better in school and is beginning to learn how to interact with others without being aggressive. A teen who had daily suicidal thoughts, had a plan to hang herself when her parents left for work and had no hope for the future is no longer suicidal, still struggles with depression but is looking forward to graduating from high school and starting college. A drug addicted young adult who had damaged every family relationship and friendship and dropped out of school is now clean and working on repairing relationships, building other's trust in them and completing their GED. Wellness is a process and a journey.

Are their lives better? Do they know how to handle their symptoms better? Has their ability to communicate their feelings and needs improved? Are their relationships stronger? Is family life more peaceful and rewarding? Yes! Every day, every step, every accomplishment brings them that much closer to achieving their goals. At Child & Family Center we celebrate the successes and we constantly strive to inspire hope and healing.

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

**Joan Aschoff, PsyD**  
**CEO**

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# ACHIEVING OUR GOALS

BETTER CARE

SMARTER SPENDING

HEALTHIER PEOPLE

JOY IN WORK

We thank our community for their support. Because of the support we receive from county programs, grants, and donors, we have been able to make an impact on the lives of so many in Santa Clarita and Antelope Valleys.

Child & Family Center is making great progress on our strategic aims of Better Care, Smarter Spending, Healthier People, Joy in Work! Here are just a few FY18-19 accomplishments by our Agency that have helped transform lives:

- Achieved Gold Seal of Transparency from GuideStar and we are working towards our Joint Commission accreditation in 2020.
- Service expansion including Intensive Outpatient treatment to our existing Substance Used Disorder Treatment Program and telehealth certification at our Palmdale site.
- Focus on employee engagement activities resulted in a more satisfied workforce and increase in successful recruitment of clinicians for our mental health, substance use, and domestic violence programs in a competitive market.
- Increased our revenue opportunities having obtained Medi-Cal Certification for the Palmdale clinic and Drug Medi-Cal Certification for intensive alcohol and other drug services in Santa Clarita
- Expansion of our Practicum Program solidifies our role as a training agency and creating qualified and trained applicants for future clinical roles at the agency. The 2018-2019 training cohort consisted of five students (2 MFT, 3 MSW); to date three students from this cohort were offered and accepted staff positions.
- Grew our integrated outreach program to meet community needs, inform community partners of available services and educate the public about behavioral health issues. Exciting progress was made in this area in large part due to our merger with the Domestic Violence Center of Santa Clarita Valley. They had a robust outreach program that we leveraged and added more programs.

## BOBBY

*Positive Parenting Program is a parenting and family support system designed to prevent - as well as treat - behavioral and emotional problems in children and youth*

Three-year-old Bobby has autism spectrum disorder that greatly affects his behavior. He would experience intense emotional meltdowns that lasted for thirty minutes at least four or five times every day. His physical aggression toward his parents and siblings was uncontrollable and occurred four times per day. His parents were in desperate need of help when they came to the Agency, and were referred to the Early Childhood Mental Health Program.

Initially, their therapist helped them understand Bobby's autism diagnosis and how to parent a child with special needs. During the family sessions, they practiced various strategies: give praise, engage in warm interactions, and read the cues to know when Bobby is overstimulated, which causes his meltdowns.

They participated in the Positive Parenting Program, which helps to improve the parent/child relationship. They learned to create a supportive environment in the home, established daily rituals and routines and engaged in daily quality playtime. In addition, they were referred to a local Applied Behavior Analysis provider for children with autism.

Today, Bobby's parents are better able to read his non-verbal cues. They are more confident and know how to manage his challenging behaviors. In turn, Bobby feels safe knowing that his parents are more responsive to his needs. His preschool reports that he is more comfortable joining in group activities, sharing toys with other children, and is much happier in class.



# ALEX

*Children and youth who express suicidal or homicidal thoughts are seen immediately for crisis intervention.*



Alex struggled with anxiety and depression for a year. He was constantly worrying and often became very agitated. His thoughts were clouded and he did not want to exist, feeling like a burden, and always feeling numb. His mother brought him to the Agency's crisis department when he threatened suicide.

Once stabilized, he began weekly sessions with his therapist. He continued to have on and off again suicidal ideation. His grades at school declined dramatically. Finally, one day he told his therapist that he was having trouble with his sexual identity and ultimately shared that they were transgender, non-binary, identifying more with female gender, and disclosed preferred pronouns of they/them. They didn't know how to tell their parents, and were scared of how they would react. Through family sessions, Alex began to feel more comfortable and opened up to their parents, who were supportive, but felt unprepared to tackle.

Both parents met with the therapist to process their own feelings regarding Alex's identity, and how they can give support. Their parents actively collaborated with them and their therapist, and shared their needs and how they could help. The parents learned about the importance of keeping Alex safe and being involved in their demonstrations, support and acceptance.

As they continued treatment, their peer interactions and connections at school improved. They took on leadership roles in school. They began to feel more positive about life, expressing feeling happier in their own skin and were able to manage their anxious thoughts and feelings. They have successfully completed therapy and have coping skills such as grounding to stay focused. Alex is currently attending university out of state and are studying communications. They are passionate about advocating for LGBTQ youth after successfully overcoming their own struggles.

# JOSÉ

*Intensive in-home services help families move on from the past and into the next chapter of their lives, learning how to make positive changes for themselves and their families.*



José's parents divorced when he was six years old. When his father left, he cut off all contact with the family. José blamed himself and felt very badly for his mom. Over the years the anger he felt toward his father continued to build. Finally, at age 16 he started hanging around with a group of kids who were getting into trouble, and he was arrested for vandalism. Department of Probation referred his case to the Agency's Family Preservation Program, which provides intensive in-home services for families.

José's father, Miguel, came back to support his son and worked on renewing their relationship. The in-home care team from the Agency worked to establish bonding routines for José and Miguel. The two would go on long walks together. Slowly their relationship improved and they were able to connect with each other.

But something wasn't quite right with José. He became weak, started having tremors, and losing muscle. His parents took him to the hospital where doctors diagnosed him with multiple sclerosis. The crisis brought the family closer together. Miguel made it his mission to support José. He helped with exercises, lifting weights, and they walked together every day.

Miguel realized how important he is to his son and accepted the mistakes he had made. The team taught him how to advocate with Jose's school to provide special education adjustments for him. They would role play in preparation for upcoming doctor appointments so Miguel would know what questions to ask. The in-home support was critical and helped José's parents to improve their own communication in support of their son.

Today, José is able to share his feelings and express himself with his family. His case manager referred him to the local community center to participate in extra-curricular activities. His self-esteem has greatly improved and his physical ailments continue to get better.

# CINDY

*People with alcohol or drug dependence problems can and do recover. Child & Family Center is committed to working with youth and adults who struggle with substance use as well as domestic violence.*



Cindy was 27 years old when her life hit bottom. For years she had used heroin, often partying with her two brothers. Her boyfriend was physically and mentally abusive and kept her isolated from her friends and family. They were homeless, bouncing from one motel to another. The final straw was when her boyfriend was arrested for burglary and Department of Children and Family Services took their four-month old daughter away for her safety.

Cindy was court ordered to get help. She enrolled in Child & Family Center's Substance Use Program. In the beginning, she was nervous and suffered from social anxiety. The years of trauma and self-medicating made her feel isolated and she refused to share her feelings.

After a few months, Cindy began to feel more comfortable. She attended groups three times per week and finally started sharing. Over time she felt more secure, and emerged as a leader, inspiring hope in the other group members. In addition to the substance use groups, Cindy attended the Agency's domestic violence groups and parenting classes.

Cindy completed the six month program and continues to attend the weekly support group and receives individual counseling. She mended her estranged relationships with her parents, and is living with her mother. She is working at Starbucks and has regained custody of her daughter. They are living together in an apartment. She is so grateful for all the help she received.

## MEET JORDYN

*Animals can provide of sense of calm comfort or safety. Developing a bond with a dog can help with self-worth, trust and emotions.*



Jordyn is a certified therapy dog. She and her handler, Kimberly Hirano, Director of Access and Specialty Services at the Agency, joined our staff in October 2018. Since then, Jordyn has helped many of our children in therapy sessions who struggle to share their feelings.

Petting an animal is believed to cause the release of endorphins (feel-good neurotransmitters) which can have an extremely positive impact on clients dealing with problems like depression and addiction. By focusing on the animal and its needs, the client's attention is drawn away from their own problems. Patients also have an opportunity to develop their nurturing skills and are encouraged to develop a sense of empathy with the animal involved.

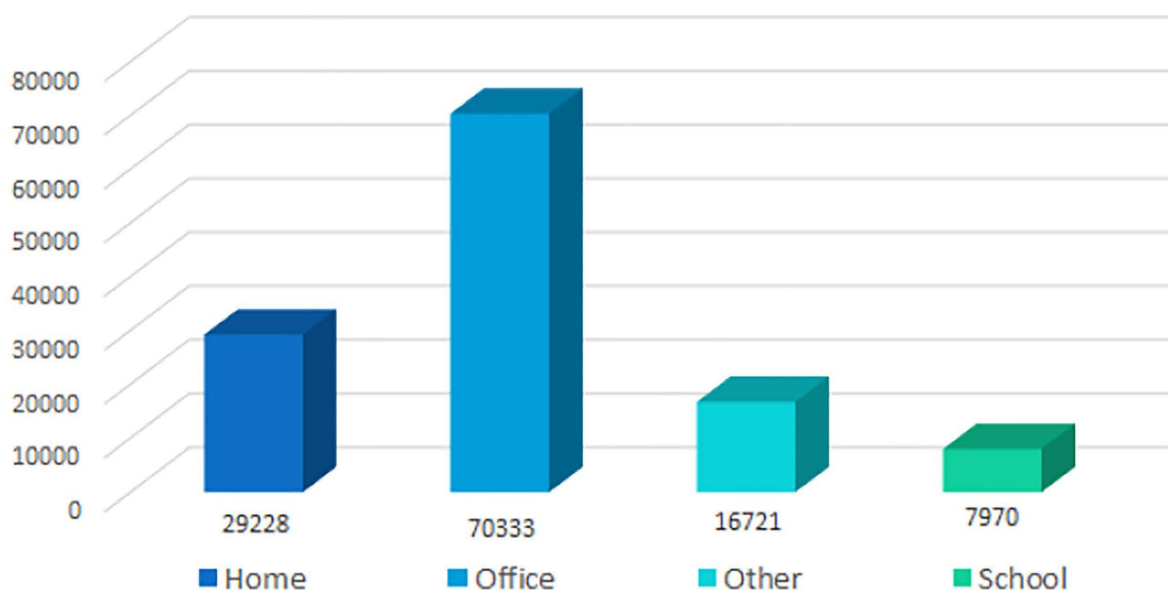


# MAKING AN IMPACT

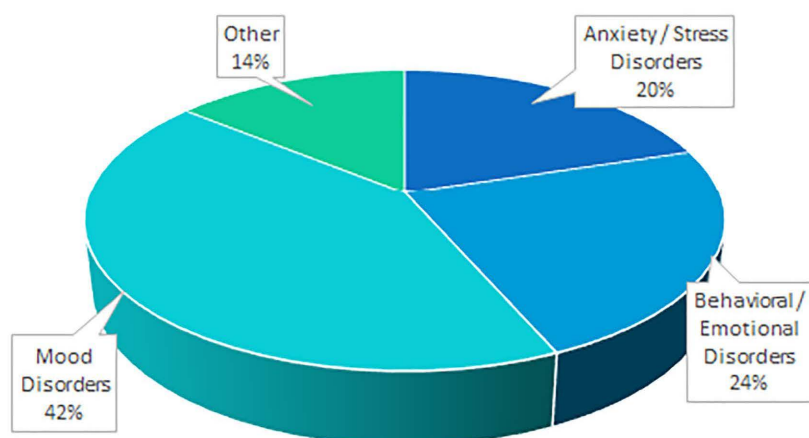
2440 INDIVIDUALS SERVED

124,252 TOTAL TREATMENT HOURS

TREATMENT HOURS BY LOCATION



DIAGNOSES



"My therapist has taught me new coping skills to help reduce my anxiety."

"I've learned much better ways to communicate with my child."

# BETTER CARE. HEALTHIER PEOPLE

Child & Family Center works diligently to improve the health of children, adolescents, adults and others with mental health, substance use, and domestic violence problems. Improvement in health status is achieved by providing high quality care, treatment and services that are safe, accessible, and client-centered.

## POPULATIONS SERVED

- Most clients were female (56%)
- Children and youth (0-18 years) comprised the majority of persons served (76%)
- Diversity represented in populations we served
  - Latino (46%)
  - Caucasian (24%)
  - African American (9%)
  - Asian (2%)
  - Other (19%)

## ACCESS, QUALITY & SATISFACTION



92% of the families reported they were satisfied with the services their child received.

Over 90% of clients felt they were treated with respect and with sensitivity to their cultural backgrounds.

Almost 90% of youth said they got the help they needed and received the services that were right for them.

87% of adults reported being better at handling daily problems.

96% of clients receiving Substance Use Disorder treatment told us they were able to get the services they needed when they needed them.

# FINANCIAL OVERVIEW

## CHILD & FAMILY CENTER (A California Nonprofit Corporation)

### STATEMENT OF ACTIVITIES FOR THE YEAR ENDED JUNE 30, 2019 (WITH COMPARATIVE TOTALS FOR 2018)

	Without Donor Restrictions	With Donor Restrictions	Total	
			2019	2018
<b>REVENUE AND SUPPORT</b>				
Governmental service contracts	\$ 12,066,810	\$ -	\$ 12,066,810	\$ 10,961,103
Contract settlements	13,916	-	13,916	(976,683)
Contributions and grants	101,021	228,000	329,021	997,354
Fees for services	7,763	-	7,763	4,798
Fundraising events revenue	209,528	-	209,528	219,892
In-kind contributions	313,689	-	313,689	250,761
Interest and dividend income	7,625	-	7,625	6,602
Other income	23,707	-	23,707	18,850
Rental income	132,693	-	132,693	132,693
Realized and unrealized gain on beneficial interest in funds held by others	6,358	-	6,358	10,252
Net assets released from restriction	467,832	(467,832)	-	-
Total revenue and support	<u>13,350,942</u>	<u>(239,832)</u>	<u>13,111,110</u>	<u>11,625,622</u>
<b>EXPENSES</b>				
Program services	11,000,041	-	11,000,041	9,758,820
Support services	1,617,264	-	1,617,264	1,725,017
Fundraising expenses	470,689	-	470,689	447,988
Total expenses	<u>13,087,994</u>	<u>-</u>	<u>13,087,994</u>	<u>11,931,825</u>
CHANGE IN NET ASSETS	<u>262,948</u>	<u>(239,832)</u>	<u>23,116</u>	<u>(306,203)</u>
NET ASSETS, BEGINNING OF YEAR	4,531,385	535,000	5,066,385	4,678,352
MERGED NET ASSETS	<u>-</u>	<u>-</u>	<u>-</u>	<u>694,236</u>
NET ASSETS, AT BEGINNING OF YEAR AFTER MERGER (Note 1)	<u>4,531,385</u>	<u>535,000</u>	<u>5,066,385</u>	<u>5,372,588</u>
NET ASSETS, END OF YEAR	<u>\$ 4,794,333</u>	<u>\$ 295,168</u>	<u>\$ 5,089,501</u>	<u>\$ 5,066,385</u>

# THANK YOU TO OUR DONORS

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, 2018- June 30, 2019. If we have inadvertently omitted your name, please accept our apologies and contact the Agency.

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The Ahmanson Foundation

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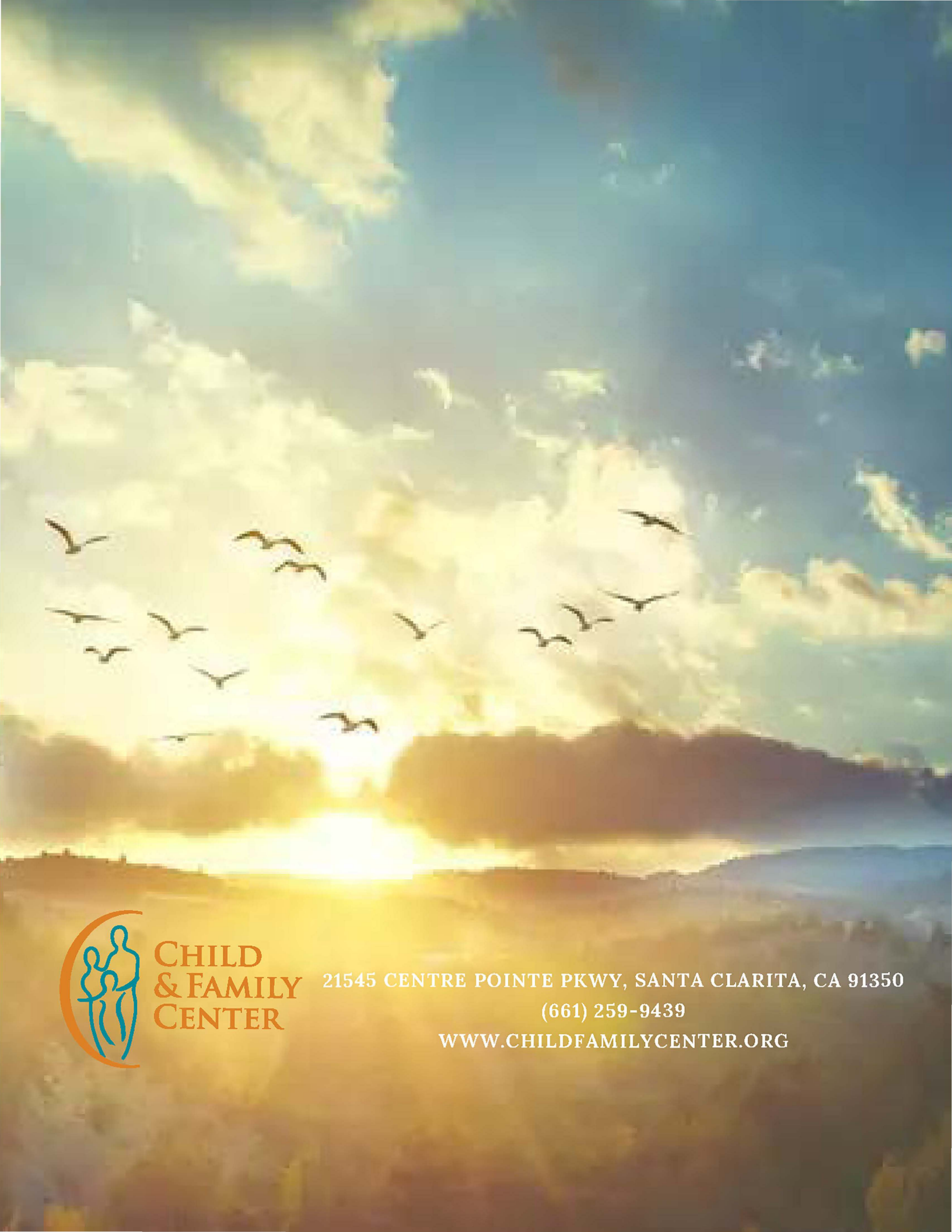
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