



FISCAL
YEAR
2022-23

IMPACT REPORT



A WORD FROM OUR CEO

Looking back at the long and rich history of Child & Family Center in our community, I am in awe of the dedicated group of individuals who collectively laid the groundwork for what the Child & Family Center is today. Without the courage, determination and leadership of our co-founders, Liz Seipel and Carol Gelsinger, our agency would not be what it is today. Their vision has not wavered as we continue to address our community's needs and the promise of a brighter future for the children and families we serve.



Thanks to our philanthropic community who supported the Center in fiscal year 2022-2023, I am pleased to report that we have made extraordinary strides by increasing our reach and capacity to serve those in our community in need of mental health, substance use treatment/prevention and domestic violence services. We are so grateful and honored for the community support through our grants, donations, and volunteers. Without you, we would not be able to provide the critical work we do in our community and beyond.

Our professional expertise is a pillar of our values and how we approach our work. We invest in the development of our workforce as well as offer a training program that supports students working toward becoming licensed in the mental health field. Our services are delivered with equity of access, and excellence in evidence-based programs. We continue to be agile in responding to community needs while maintaining strong partnerships with local school districts, healthcare agencies and other social service providers.

On behalf of the board and staff, we are honored and eager to continue this important work and ensure we support the young people, families, schools, and communities we serve.

Thank you for your commitment and trust in Child & Family Center.

NIKKI BUCKSTEAD

CEO

OUR IMPACT

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Our impact is larger than the numbers we serve each year and more than what you will read in this report. Our programs and services impact the entire community, change the trajectory of people's lives, and generations to come. With the tens of thousands of children and families we have served since 1976, Child & Family Center is trusted by the community and known to provide excellent care through a multitude of services.

Child & Family Center exists to support our community through a comprehensive range of prevention, early intervention, evaluation, and therapeutic services including counseling, crisis intervention, parenting classes, domestic violence and emergency shelter, substance use recovery programs, as well as community and school-based support.

Working with our community's most vulnerable populations, those who are Medi-Cal recipients, underinsured or not insured, we are committed to providing our many programs, as well as expanding our reach in the community. This allows us to be mission-driven and support every individual that needs our services.

Our Quadruple Aim graphic is the beacon by which we consistently measure ourselves against. It is to ensure we are providing the highest quality of care to our clients and community, ensuring our work is purposeful and meets the needs of our community, ensures we are upholding our fiduciary responsibility and excellent stewardship as well as ensuring our staff are working in a healthy and supportive environment. All the while, being proactive and supportive of the inclusion of all staff and our community.

Our Mission: *Changing Lives. Healing Relationships. Helping People Thrive. Strengthening Families Today for Stronger Communities Tomorrow.*



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.





AWARDS & RECOGNITION

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

Awarded the **Regional Nonprofit of the Year** by the National Association of Social Workers. Region: North LA County, Ventura and Santa Barbara. (Nominated in Fiscal Year 22-23, we were awarded the Organization of the Year in California). [Learn more](#)

Awarded the **Community Impact Award** from the Los Angeles County Department of Public Health for our Pathways to Recovery Substance Use Treatment Program. [Learn more](#)

Scored at the highest level in our annual report card for The National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care – standards developed by the U.S. Department of Health & Human Services “to advance health equity, improve quality, and help eliminate health care disparities.” [Learn more](#)

Joint Commission Reaccreditation: The highest standard of any accreditation in the United States for both health care and mental health care settings. [Learn more](#)



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PROGRAMS & SERVICES

DOMESTIC VIOLENCE PROGRAM & SHELTER

3461

Answered crisis calls through our 24-hour hotline

1800

Group counseling sessions provided to Domestic Violence survivors

315

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

140

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.

1,400

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

36,000

Clinical sessions and services provided to those individuals and families.

3,400

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.

528

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

14,762

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.

[Learn more](#)

100

Number of clients served

2500

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.

14,000

Participants reached through 1,300 activities held by Child & Family Center in schools and the community

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FINANCIAL OVERVIEW

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TOTAL ASSETS
\$8,057,000

\$4,527,000
Current Assets

\$3,530,000
Buildings (net book value)
& Other LT Assets

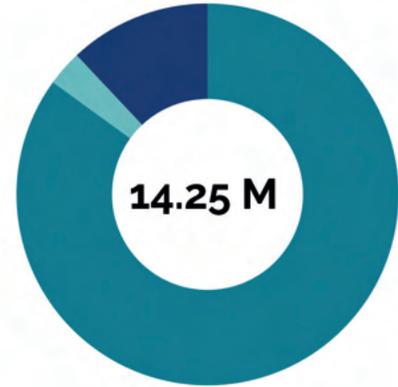
**TOTAL LIABILITIES
& NET ASSETS**
\$8,057,000

\$2,058,000
Liabilities

\$5,999,000
Net Assets

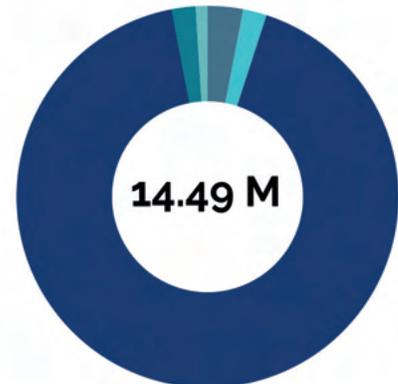
EXPENSES

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



REVENUE & CONTRIBUTIONS

- 3% Contributions & Private Grants
- 2% In-Kind Contributions
- 92% Government Grants
- 2% Fundraising Events
- 1% 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.

[Learn more](#)





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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 2022-2023:

96%

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

98%

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

97%

of clients said that as a result of services received they were better at handling daily life, work or school, and when things go wrong.

97%

of clients said services received through us were sensitive to their cultural background.

The Child & Family Center That Cares

In the heart of the city,
Where the streets are busy and loud,
There stands a place of hope and light,
A refuge for those in the crowd.

The Child & Family Center,
A beacon in the night,
Where those in need can find their way,
And darkness turns to light.

For children and their families,
Who struggle with mental health,
This center is a place of healing,
A haven for their emotional wealth.

Here, they find a listening ear,
A shoulder to lean upon,
A team of dedicated professionals,
Who help them to carry on.

The therapists and counselors,
With kindness in their hearts,
Guide their clients on the journey,
And help them to make a fresh start.

For those who feel alone,
Or lost in their despair,
The Child & Family Center,
Is a place that truly cares.

So let us all be inspired,
By the love that's found within,
And support this vital center,
Where healing can begin.

Raj Aurora
2023





MISSION MOMENTS

Ana

Ana had experienced trauma, domestic violence and mental health challenges her entire life. She came to Child & Family Center to learn how to be a better parent for her one-year-old daughter. She received in-home intensive counseling, parenting classes and case management services. She was given the tools to help build a life that was safe and healthy for herself and her daughter. Upon completing her treatment goals, she expressed that she was grateful for the services she received, and now feels empowered to be a good mother and provider to her child.

childfamilycenter.org



Kristina

Kristina came to Child & Family Center when she was 18. She had been raised in a terrifying and abusive household and suffered from severe depression and had multiple hospitalizations from suicide attempts. By working with her Counselor and Case Manager at C&FC, Kristina began to heal from her past, develop healthy relationships, understand and practice self-care, and has a full-time job where she was just promoted into a supervisor role. Kristina, now 20 years old, has hope and purpose in life. We are so proud of Kristina!



Blake

Blake came to Child & Family Center at age 5, after experiencing significant childhood trauma. He was engaging in self-harm, hitting other children and even told his parents he wanted to die. His therapist also taught Blake applied Trauma Focused Cognitive Behavioral Therapy and taught Blake how to use relaxation skills to regulate his mind and body. The therapist also taught Blake how to recognize and express his feelings in safer and healthier ways. Today, Blake has made tremendous progress at home and at school. He has stopped hurting himself and is making great friends at school.

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