



# ANNUAL REPORT 2017

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Transform lives. Transform the world.



### **Letter from Felton President and CEO Al Gilbert**

Innovative. Exemplary. Impactful. Not only are these descriptors for the quality of services at Felton Institute, but true-to-life portraits of the staff determined to change conditions, improve outcomes, and exceed expectations wherever possible. As President and CEO of Felton Institute, I am both humbled and honored by the privilege to work with a such talented and committed team of people.

Together, we have capitalized on Felton's procedural infrastructures to expand services proactively to meet client need and the demand for our services. We undergirded our financial health through program diversification and fiscal sustainability planning and built strategic partnerships to maximize our impact. Once again, all of Felton's programs received the highest possible scores from County and State contract compliance monitors in their review of our five core service areas: early care and education; mental health; family support; social justice; and aging services. It is our intention to exceed expectations whenever possible in now upwards of 50 programs, servicing more than 10,000 clients annually, in 15 languages.

Among the notable highlights of the year:

We improved accessibility for services to the Fremont community with the opening of a new location for our Deaf Community Counseling Services (DCCS) in Fremont that was welcomed by Mayor Lily Mei and other community leaders in an English- and ASL-signing open house.

Having successfully managed the integration of three new sites into Felton's expanded San Francisco early childhood education family, we proudly celebrated the first combined preschool graduation of all four centers on the campus of SF State University with an encouraging theme, "From Cradle to College."

Felton's Early Psychosis Programs were honored with a city proclamation by San Mateo Mayor Rick Bonilla, who expressed appreciation at the five-year anniversary of program operation in San Mateo. Initiation of the program began in other counties as early as 2006.

Felton's intersection of mental health and social justice expanded our partnerships with San Francisco's courts and law enforcement communities. Three additional, innovative programs provided engagement specialists and clinical professionals to prevent recidivism, provide diversion assistance, and enhance engagement and recovery services for populations that include young adult and adult offenders, as well as homeless individuals.

Our innovative programs propelled Felton's outreach locally and globally as we hosted agencies from Australia, Japan, South Korea and Singapore.

Our Older Adult Division hosted the IAGG World Congress of Gerontology and Geriatrics, known as the most significant worldwide conference on aging. Following this event, the Singapore delegation invited Felton to present at the AIG international conference in Singapore on Integrating Mental Health and Aging Services to Transform Systems of Care.

The charge to secure our future as a vital and enduring resource for the communities we serve is unprecedented. We—our innovative, exemplary, and impactful Felton team—welcome your partnership.



### **Letter from Felton Board Chair Amy Solliday**

I am honored to serve as Board Chair for Felton Institute. Thank you for your support of this innovative agency that continues to respond to the changing landscape with programs dedicated to fully rebuilding healthy, balanced lives for people of all ages.

Established in 1889, Felton honors its reputation of providing services to those most in need. Kitty Felton believed that the most difficult problems facing our society could be solved, and Felton has never wavered from that determined spirit.

This year marks the eleventh anniversary of Felton's award-winning Early Psychosis Programs that focus on the prevention and recovery of schizophrenia. I am particularly proud of the impact this program has made in the lives of individuals and their families and the prospect of reaching so many more. Every day we see in the news tragic events that may have been prevented if services like Felton's were widely available.

We are grateful to our donors, whose contributions have helped Felton expand our outreach and services. I want to give a special thank you to the Mimi and Peter Haas Foundation for their generous grant that supports our Family Developmental Center and Early Care and Education programs. Contributions like these are investments in our community. Giving our youth the right start in life with nutrition, education, and family counseling, keeps kids and families off the streets and puts them on a path towards a bright future.

Felton believes in the power of family and the power of integrative care. Our services consider each individual to be unique, with a unique set of circumstances that requires a holistic approach to wellness. Felton is one of the few nonprofits that offers a continuum of care in the areas of Early Care and Education, Mental Health Treatment, Family Support, Social Justice, and Aging Services, regardless of a client's age and needs. Our core values, delivery of services, and evidence-based practices have helped expand the Felton footprint in Northern California and have attracted national and international attention.

Non-governmental financial support is an important element of the Felton portfolio, providing the balance that allows us to navigate the dynamic political waters and offer critical services to our communities. Every individual deserves to be treated with dignity, compassion, and individualized care.

As Felton continues to grow, so does our Board of Directors. We opened and filled several new seats on our Board. We have a diverse membership with backgrounds in business, healthcare, social services, social justice, and lived experience. I am proud to serve Felton alongside this group of dedicated and determined individuals.

Felton is changing lives and connecting clients to life saving services. Thank you for taking this journey with us.



# 129 Years of Innovation

**1889** The agency, named Associated Charities, is founded as the first nonsectarian relief organization in the city of San Francisco.

**1901** At the age of 29, Kitty Felton is named Executive Director of Associated Charities, now Felton Institute, a notable accomplishment for a woman at that time.

**1906** Led by Kitty Felton, Associated Charities, which later becomes Felton Institute, directs the entire San Francisco Earthquake Relief Program, shifting the mission from advocacy to direct service.

**1907** In the crucible of the earthquake and fire, Associated Charities, now Felton Institute, develops innovative solutions that are common practice today. With Kitty Felton leading the way, Associated Charities creates the first-ever employment agency in the United States, develops mental health counseling, foster care, and combines public and private funds to allow single mothers to remain at home and care for their own children.

**1909** Felton inaugurates the “San Francisco Model of Care” combining public and private funds to provide cost-effective social services, changing the way social services are provided nationwide.

**1922** As the Director of Associated Charities, Kitty organized the Community Chest, a forerunner to the United Way and the United Bay Area Crusade, in San Francisco.

**1943** The Mother’s Aid Program—a forerunner to TAPP, Felton Institute’s current program for teenage parents—is developed and run through the Public Welfare Department.

**1960** Felton expands its services to include job training, preventive programs, and counseling services.

**1965** Felton launches the Foster Grandparent Program, providing low-income senior volunteers with training and stipends to give support and attention to children with special needs throughout San Francisco.



**1977** The Developmental Disabilities Case Management Program for children begins. Felton initiates a Primary Therapeutic Program, providing physical, occupational, and speech therapies.

**1981** Felton develops Teenaged Pregnancy and Parenting Program (TAPP), a case management program for teenaged parents. The state of California based its statewide model for addressing teen pregnancy



## Kitty Felton, A Visionary and A Policy Changer

Katharine Conway Felton is born on July 7, 1873, in what is now Oakland, California.

On August 14, 1940, she dies of cancer at what is now Stanford University Medical Center.



prevention upon Felton’s model. TAPP continues to have the lowest rate of second pregnancies of any program in the state and has one of the highest high school graduation rates in the state.

**2007** With public and private support, Felton initiates a new array of innovative, intensive treatment programs: Senior Peer Recovery Center, Moving Ahead Program for Youth, Comprehensive Adult Recovery and Engagement Program, Senior Full Service Wellness Program, Back on Track Program for Transitional Age Youth, and Young Family Resource Center.

**2008** Felton Early Psychosis Programs, a prevention and early intervention program for youth on the brink of psychosis, is offered to the community through a partnership with UCSF. The new therapies offer, for the first time, the possibility of remission of mental illness when caught at an early stage.

**2016** Deaf Community Counseling Services expands with an office in Fremont, CA, offering mental health services for Deaf and hearing-impaired.

**2016** Felton’s Children, Youth and Family Division acquires three new early childhood education centers—Felton Learning Center in Visitation Valley, Dr. Martin Luther King, Jr. Center and Sojourner Truth Center in Bayview-Hunters Point.

**2018** San Mateo Mayor and City Council recognize Felton Institute during Mental Health Awareness Month with a proclamation acknowledging and commending Felton Institute for responding to the mental health needs of youth and adults in the community by providing forward-thinking services, treatment advocacy and support for individuals and families in San Mateo.

# Yohana Quiroz, Celebrating 21 Years!



## Yohana Quiroz, living Felton's mission

Yohana Quiroz has lived the mission of Felton Institute for the past 23 years. In so many ways, she has come full circle.

This May marks Yohana's 21-year anniversary of employment with Felton. As Chief Operations Officer of Children, Youth, Family and Transitional Age Youth Services at Felton Institute/Family Service Agency of San Francisco, she leads and drives the vision for the programs of which she was once a client.

Education has always been at the center of what drives Yohana's success. She realized early in her life that for her, education was the only way out of poverty. Yohana earned a master's degree in organizational leadership and education from San Francisco State University and is currently working toward a doctorate in educational leadership.

"I now celebrate a pivotal point in my life, affirming my identity as a teen mother, a living testimony of Felton's mission and as a scholar,"

said Quiroz, who graduated from Hilltop High School in 1997 and was a client of Felton's Family Developmental Center serving parenting teens. "If someone would have told me I would accomplish so much in such a short time, I would have never believed it, but with focus and determination, anything is possible, anything," she continued.

Yohana's personal experience as a client of Felton provides deep insight into the struggles young parents face, and guides her decisions to ensure that through community partnerships, Felton's services yield high impact to effectively address the unique needs of Felton's young families.

The long-lasting positive affects that Felton's CYF programs provide, not only equipped Yohana with the necessary tools with which to lead a successful life, but her daughter, as a graduate of Felton's Family Developmental Center (FDC), has realized her own successes. She is a graduate of San Francisco State University, where she earned her BA in communicative disorders.

## In her own words:

"A young parent's success and the future of their children depends on our ability to create spaces that support them to meet their basic needs and develop their resiliency, strengths, identity, sense of purpose and social competence."

"My commitment is to serving the needs and supporting the empowerment of marginalized communities through asset-based services that advocate for conditions in which everyone can thrive."

"I navigated multiple roles and worlds that many times contradicted my dreams and desires for a college education. I wanted to spend as much time with my daughter, but I also wanted to ensure that I was focusing on school while working full-time to provide a better future for her and for me. I had to remind myself that my success was her success."

—Yohana Quiroz

**Determined,  
AGE 16**

**Self-Reliant,  
AGE 18-19**

**Accomplished,  
AGE 25-31**

**Fearless,  
AGE 38**

Yohana Quiroz was a client of Felton's TAPP program. She and her daughter received services at Felton's Family Developmental Center.

In 1997, Yohana graduated from San Francisco Unified School District Hilltop High School, a school for pregnant and parenting teens.

At age 18, Yohana began working at Felton and was on her way to City College of San Francisco as a first generation college student.

At age 19, she purchased her own house. She wanted to give her daughter a sense of stability.

By 25 years of age, Yohana had accomplished much success at Felton. She had become the director of one of the largest early care and education programs in the city.

At age 31, she was leading one of the largest divisions of Felton Institute.

At 38, Yohana became Chief Operations Officer of Children, Youth, Family and Transitional Age Youth Division at Felton and earned her master's degree.

Yohana has achieved high levels of personal, professional and academic success despite the barriers and challenges arising from being a young parent.



# Felton Early Autism Program (FEAP) Offers Children and Families a Successful Start on Their Educational Journey



As a teacher, Tammi considers herself well-versed on childhood benchmarks, and it was her experience as an educator that caused her to question her two-year-old son's age-appropriate progress.

Tammi had noticed something was not quite right with Josh's language development, and she had also noticed other behaviors he exhibited that she described as "quirky."

Seeking answers, Tammi turned to her family physician. After several doctor's appointments and assessments, she and her son were referred to Felton's Family Developmental Center (FDC).

On the first day, Tammi and Josh arrived at the door of FDC without having been told officially he was diagnosed with autism. Tammi was unprepared for the shocking news and what was yet to come.

"On the very first day that I met the Inclusion Director and my son's soon-to-be Early Interventionist, I was treated with the utmost respect to my situation. On the spot, they had to counsel me through my processing of the diagnosis, while explaining their newest Felton Early Autism Program," said Tammi.

From the very first day working with Felton Early Autism Program (FEAP) staff, Tammi was taken under their wing. They began to explain to her what Josh's diagnosis meant, and how they were going to help him. She quickly realized the care FEAP offers is not only for the children they serve, but also for the parents as well.

"As I personally received the quality of care and attention as a parent, it made it transparently clear that my son was in the best possible place for his needs," said Tammi.

Tammi, a single, working parent, expressed her difficulty in getting to the FEAP campus during the workday. To her surprise, the FEAP staff came to her.

"Our home visits allowed me to fully understand my son's diagnosis, as well as implement the strategies in our home that they were using at school," she said.

Tammi was provided a wide scope of resources to help her understand autism and what she could do from home to help her son.

"I was provided a plethora of resources: discussion of pertinent literature, modeling of techniques and strategies I could use with him, as well as observing the ABA approach firsthand as faculty interacted with my child in our home. I was also invited and attended the Back-to-School Night and other community events. We certainly felt welcomed and embraced by FDC's community," Tammi said.

Felton Early Autism Program brings together an evidence-based intervention model specifically designed for children on the autism spectrum, and the child's natural learning environment. FEAP is the first inclusive center-based program in San Francisco with a curriculum designed specifically for children with autism.

After only six months attending FEAP, Josh had increased positive interactions with his peers, was motivated to express himself using signs and a picture board, and showed readiness to excel in speech and language development.

"My son's rigidity has been transformed with the consistency of the ABA approach applied at school with his Early Interventionist and at home," said Tammi. "The dedication to my child's achievement on his individual goals is 'proof in the pudding' of the effectiveness of early intervention when delivered with such admirable intention," she added.

FEAP serves children ages birth to three who have autism or exhibit autistic-like behaviors, five days a week for three hours each day. Children receive intervention from staff who are trained and/or certified in Early Start Denver Model (ESDM) under a 1:2 staff-to-child ratio. In some cases, families who attend the program may receive 1:1 individualized instruction and home visits.

When asked her impressions of FEAP, Tammi replied, "Perfection. The ratio of Early Interventionist to child in FEAP is a rare find, and why my child attained the maximum amount of progress while he was under their care and instruction. My child truly loved and was loved by each and every teacher he had the opportunity with which to work. The specific care each student receives is the best you will find in San Francisco, bar none."

On Josh's third birthday he "aged out" of the program, but his team at FDC worked to help him successfully transition to the best possible and least restrictive academic setting in the school district in which his family lives.

"Although we miss the faculty at FDC each and every day, I know that through FEAP, my son has been prepared to accept the challenge of a rigorous program designed for his age. We are truly blessed and are set up for success to have had them at the beginning of my son's journey," said Tammi.

FEAP provides the benefits of delivering treatment within an enriched educational environment in which children with autism and typically developing children play and learn together. All teaching staff and families receive ongoing consultation and training from FDC's on-site multidisciplinary Early Intervention team.

# Felton's Teenage Pregnancy and Parenting Program (TAPP) Promotes Healthy and Successful Parenting for Young Families



Adrian Fernandez remembers the moment he spotted Esmeralda. It was a beautiful San Francisco day. He was playing soccer at a field with his cousins. At first, he played with Esmeralda's little brother, then chatted with her friend before speaking to the pretty girl who had caught his eye. She was 13; he was 15. Soon, they were inseparable. That was three years ago. Today, they are the parents of a cherubic toddler named Leo who receives daily care at Felton's Family Developmental Center (FDC).

Hands-on doting parents, they love their son and each other, but their advice to teen couples is to wait, instead of becoming sexually intimate at a young age.

Adrian says in a quiet yet firm tone, "Although Leo is a blessing, it's better to wait, because if that person is meant to be with you, they will stay with

you, even if you wait."

Esmeralda nods in agreement and says, "I am underage, and I can't get a job yet, but there are a lot of things that I would like to buy for my son, if I could. It is much better to wait until you are financially stable."

When Adrian and Esmeralda learned they were going to be parents, everything in their world changed; they faced many challenges.

Adrian reflects on the challenges of being a teen dad and a student, "There is a lot to do and learn. You have to learn how to cook, how to stay up and get things done."

Adrian's parents, whose initial reaction was one of shock and upset, began to view the soon-to-be born baby as a blessing and offered their support. The young couple and their son live with Adrian's parents now. Even with parental support, Adrian and Esmeralda consider the services provided at Felton's Family Developmental Center a critical component for healthy and successful parenting.

"The teachers are really close to the students. Leo is really attached to his teachers, Blanca and Elizabeth. They help us a lot; they give us really great advice."

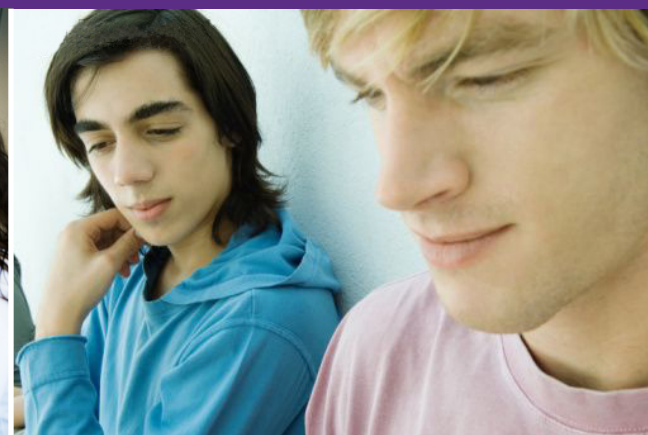
Looking to the future, "We plan to get married," Adrian says. "We are just waiting to have things a little more stable. I want to give her the wedding she deserves," he says with an affectionate glance at Esmeralda that she returns with a wide smile.

A peek at his phone, and Adrian realizes it's time to pick up their son, just down the hall. Hand in hand, they wind down the hallway of Felton's FDC, in eager anticipation of a happy greeting from little Leo.





# Felton Early Psychosis Programs Restoring Lives and Futures



In 2006, Felton Institute partnered with a pioneering group of researchers at the University of California San Francisco to review effective new approaches to schizophrenia being developed by researchers around the world that were not yet reaching patients. They identified five practices with proven results in treating early psychosis and wove them together into an evidence-based suite of services designed to achieve synergy from their cumulative impact. The result was Felton Early Psychosis Programs, an innovative, strengths-based treatment model for community settings launched in San Francisco in 2008 with a view to effectively and stably remitting schizophrenia.

Today, the Felton Early Psychosis Programs serve individuals and families touched by the symptoms of chronic psychosis from our locations in four Northern California counties: San Francisco, Alameda, Monterey and San Mateo, with a mission to deliver comprehensive treatment grounded in wellness, recovery and resilience to people experiencing symptoms of psychosis, as well as their families. Felton Early Psychosis Programs' vision is to transform the treatment and perception of psychosis—and, by extension, the lives of young people and their families—by intervening early with evidence-based, culturally competent assessment and diagnosis so that within five years of entering treatment, most cases of psychosis are treated to remission.

In 2014, Felton Early Psychosis Programs were recognized by the National Council for Behavioral Health with a Science to Service Award for inspiring hope, leadership, and impact in the mental health field. We are proud to have recently celebrated 10 years of service in San Francisco and five years of service in San Mateo.

## Felton Early Psychosis Programs Service Model

The Felton Early Psychosis Model is a clear intervention model consisting of comprehensive training and continuous quality improvement; fidelity monitoring, which includes compliance with model and evidence-based practices; documentation and evaluation standards; and outcome accountability. Felton Early Psychosis Model monitors data to measure participant outcomes. The target population for participation in the Felton Early Psychosis Program includes individuals ages 14-35 who are diagnosed within the first two years of experiencing psychotic symptoms. However, some counties may allow different age range or longer duration of symptoms after onset.

### Model Components

- Rigorous Diagnostic Assessment—SCID/SIPS
- Individual Psychotherapy—CBTp approach
- Psychoeducational Multifamily Groups—MFG
- Supported Employment and Education—IPS
- Algorithm-Guided Medication Management
- Intensive Care Coordination
- Family Support
- Peer Support
- Support Groups
- Access to Computer-Based Cognitive Rehabilitation Training

### Eligible Diagnosis

- Schizophrenia
- Schizoaffective Disorder
- Schizophreniform Disorder
- Unspecified Schizophrenia
- Spectrum Disorder
- Other Psychotic Disorders

## In Their Own Words

"This program really helped bring me to a place where I could be with my family again. The program has not only changed my life, but it's also changed the way I've interacted with the people around me like my mom, dad and friends. People were able to convince me that I still had value."

"You learn how to be stable, how to react to certain things and how to do certain things the right way. You learn the proper way to fit with the public."

"Not only will they help my son, but they also help the whole family. He has a five-year-old daughter. They attend to her as well. They're here not only for the client's needs, but for the whole family's needs as well."

## SYMPTOM

## IMPROVEMENT ONE YEAR

Disturbances (hallucinations); Unusual Thinking (delusions)	65%
Behavioral Changes (lack of motivation, social withdrawal)	75%
Cognitive Deficits (diminished speech, impaired attention)	75%

## FUNCTIONAL

## IMPROVEMENT ONE YEAR

Trauma-Related Coping	51%
Residential Stability	65%
Living Skills	43%
Sustained Employment	52%

## REDUCTION IN PSYCHIATRIC HOSPITALIZATIONS

Clients enrolled in the Felton Early Psychosis Programs for at least 12 months by the end of FY 2016-17 experienced 35% decline in hospitalization episodes and 50% decline in days hospitalized.

# Felton's Senior Community Service Employment Program (SCSEP)

Gives Older Adults a New Start and a Path to Employment



Marijewel "MJ" Richardson had a career she was proud of with a prominent Fortune 500 company, earning a salary that sustained her lifestyle quite well. Through a series of personal and family setbacks, she lost it all. The blow was devastating in a number of ways, and the once-accomplished career woman and entrepreneur that she had been, was no more. Her adverse circumstances left her jobless and unable to find suitable employment.

"Life happens. You go from making six figures to nothing. You feel worthless. You feel like you failed," said MJ.

MJ learned about Felton Institute's Senior Community Service Employment Program, a job skills training program for senior adults ages 55 and older. Excited, she applied to the program right away.

The Senior Community Service Employment Program (SCSEP) provides

temporary community service training opportunities to older Americans to prepare them for jobs in their community. SCSEP participants train an average of 20 hours a week, and are paid a training stipend directly by SCSEP that is the highest of federal, state, or local minimum wage. Participants are placed in a wide variety of community service training assignments at nonprofit and public facilities, such as senior centers, day care centers, schools, and hospitals. This on-the-job training experience can then be used as a bridge to find employment opportunities outside of the program.

SCSEP has assisted seniors with adding skills to become more employable and to re-enter the workplace for over 40 years.

MJ began learning new skills at SCSEP, where she flourished in her role as Felton SCSEP Employment Facilitator Trainee.

"I begin to dream again. I begin to say, 'I have all these skills,'" said MJ.

MJ helped people, like herself, find their inner strength, confidence and skills. She helped to put participants in SCSEP on a course for employment.

"And so we begin to start anew, and it's given me hope. Seniors connect back in so that they are useful, not used. And we want to make a difference. This program makes a difference," MJ said.

MJ is a confident, vibrant woman full of ideas, hope and a promising future. Her education in merchandising and her past work, along with her passion for helping others find self-worth and hope, led her to organize successful events for SCSEP participants, First Impressions 123 Mini Makeovers at Sephora and the Community Closet Project and Fashion Show—all of which renewed seniors from the inside out.

"It was absolutely beautiful to personally witness the transformations take place from 'invisible seniors' to 'visible seniors,'" MJ beamed as she recounted details of the mini-makeovers at Sephora during which her passionate vision for helping others was executed.

In addition to organizing events for seniors, MJ created a hygiene kit for the homeless. She remains dedicated to providing resources and helping restore dignity to those in need.





# Felton's Life Transforming Programs



## Children, Youth and Family Division (CYF)

CYF provides comprehensive early care and education inclusion in early intervention services for children birth to six years old and for families.

### Programs Include:

- Child Care Food Program (CACFP)
- Developmental Education and Parenting Program (DEPP)
- Early Care & Education Programs (ECE)
  - Family Developmental Center
  - Felton Learning Center
  - Martin Luther King, Jr. Center
  - Sojourner Truth Center
- Felton Early Autism Program (FEAP)
- Full Circle Family Program (FCFP)
- Healthy Families, Healthy Lives "Familias Sanas, Vidas Sanas" Wellness Program
- Infant Development Program (GGRC)
- Medically Fragile Infant/Toddler/Preschool Program (MOLERA)
- Realizing Employment and Creating Hope (REACH)
- Teenage Pregnancy and Parenting (TAPP)
- Teen Resources to Achieve Positive Practices (T-RAPP)
- Young Family Resource Center (YFRC)

## Felton Early Psychosis Programs

In 2006, Felton partnered with a pioneering group of researchers from UCSF. The result was Felton's Early Psychosis Programs, an innovative, strengths-based treatment model for community settings with a mission to effectively remit schizophrenia.

## Adult Division

Adult Division responds by placing special emphasis on the needs of low-income individuals and families, people living with disabilities, those suffering from substance abuse, and assisting with justice-related issues.

### Programs Include:

- Deaf Community Counseling Services (DCCS)
- Early Crisis Intervention and Eviction Assistance (EAP)
- Felton Engagement Specialist Team (FEST)
- Felton Institute/Family Service Agency of San Francisco's Works Program
- Full Service Partnership—Adult Care Management Program (FSP-ACM)
- Full Service Partnership—Comprehensive Adult Recovery and Engagement Program (FSP-CARE)
- Full Service Partnership for Transitional Age Youth (TAY)
- Law Enforcement Assisted Diversion Program (LEAD SF)
- Promoting Recovery and Services for the Prevention of Recidivism (PRSPR)
- Reconnecting All Through Multiple Pathways (RAMP)
- Young Adult Court (YAC)

## Bipolar Early Assessment and Management (BEAM)

BEAM is transforming the treatment of recent-onset bipolar and other mood disorders by intervening early with evidence-based, culturally competent assessment, diagnosis and interventions. The program introduces the client and their families to skills that help manage the episodic nature of the disorders.

## Senior Division

Senior Division addresses the special needs of our community's most vulnerable and fragile aging population. Our programs are designed to meet a wide range of needs, while allowing seniors to age with dignity, to thrive and to live a life of purpose.

### Programs Include:

- Case Management for Older Adults and Adults with Disabilities
- Community Integration Services/Older Adult Day Support Center
- Community Liaisons Program at the DAAS Service Hub
- Community Services for Seniors and People with Disabilities at 66 Raymond, Visitation Valley
- Economic Security Center for Older Adults (ESC)
- Foster Grandparent Program (FGP)
- Geriatric Outpatient Mental Health Services
- LGBTQ Seniors
- Long-term Care Ombudsman Program
- Older Adult Service Team (OAST)
- Senior Companion Program (SCP)
- Senior Community Service Employment Program (SCSEP)
- Senior Full Service Wellness Program (Mental Health Act)
- Visitation Valley Senior Health & Wellness

## Felton Training and Research

Felton Training and Research offers professional development and behavioral health training for providers in a variety of Evidence-Based Practices (EBPs) with Motivational Care Management (MCM), Motivational Interviewing (MI), and Cognitive Behavioral Therapy for Psychosis (CBTp), and other best practices for the social service environment.

# Felton Institute Financial Statement

## Statement of Financial Position

	JUNE 30	
ASSETS	2017	2016
Investments, cash and cash equivalents	1,448,408	1,470,173
Receivables and prepaid expenses	3,107,367	1,983,761
Property and equipment	2,986,681	3,304,316
<b>TOTAL ASSETS</b>	<b>\$7,542,456</b>	<b>\$6,758,250</b>
LIABILITIES		
Accounts payable, deferred revenue, and accrued liabilities	4,176,892	2,039,414
Lines of credit and note payable	1,571,714	3,038,352
<b>TOTAL LIABILITIES</b>	<b>\$5,748,606</b>	<b>\$5,077,766</b>
NET ASSETS		
Unrestricted	1,493,302	1,425,272
Temporarily restricted	300,548	255,212
<b>TOTAL NET ASSETS</b>	<b>\$1,793,850</b>	<b>\$1,680,484</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$7,542,456</b>	<b>\$6,758,250</b>



# Felton Institute Financial Statement

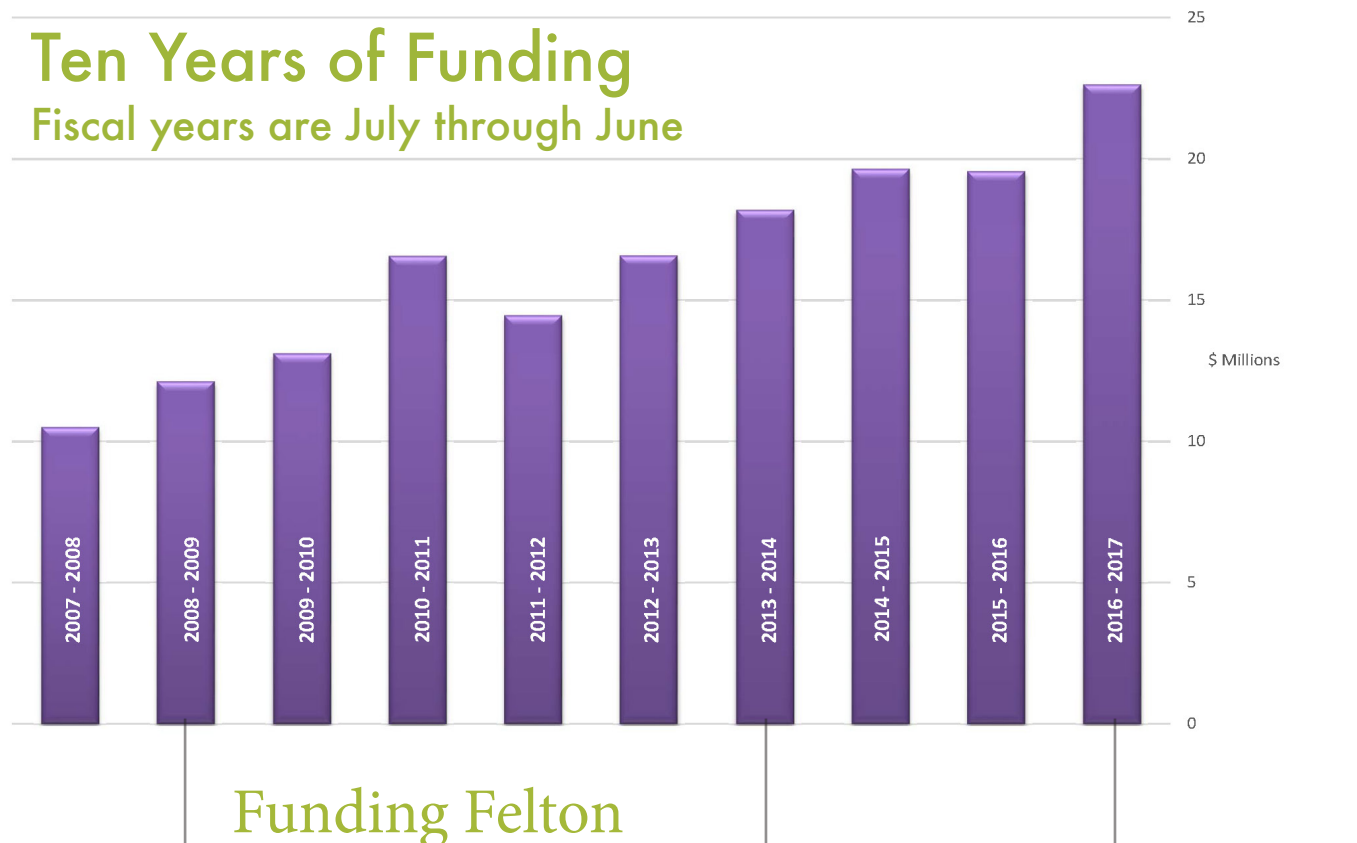
## Statement of Activities

REVENUE	JUNE 30	
	2017	2016
Fees from government agencies	21,139,126	18,328,955
Contributions	629,884	513,605
Program service fees	557,500	367,940
Rental income	152,838	148,838
In-kind contributions	110,832	86,792
Miscellaneous	55,647	112,789
<b>TOTAL REVENUE AND SUPPORT</b>	<b>\$22,645,827</b>	<b>\$19,558,919</b>
<b>EXPENSES</b>		
Program services	17,772,256	15,612,236
Support services	4,760,205	3,769,245
<b>TOTAL EXPENSES</b>	<b>\$22,532,461</b>	<b>\$19,381,481</b>
<b>CHANGE IN NET ASSETS</b>	<b>\$113,366</b>	<b>\$177,438</b>

# Funding Lives and Funding Futures

## Ten Years of Funding

Fiscal years are July through June



## Funding Felton Yields Positive Outcomes

### 2008

Felton Early Psychosis Programs, a program of prevention and early intervention for youth on the brink of psychosis, is offered to the community through a partnership with UCSF. The new therapies offer, for the first time, the possibility of remission of mental illness when caught at an early stage.

### 2012

Felton early psychosis programs awarded Center for Medicaid and Medicare three-year grant; programs expand to San Joaquin and Monterey Counties.

### 2013

Felton receives \$1.5 million research award from PCORI (Patient-Centered Outcomes Research Institute), a nationally-recognized institute from Washington, D.C.

### 2014

BEAM program opens in San Francisco and San Mateo.

Felton Institute/Family Service Agency of San Francisco moves from 1010 Gough to 1500 Franklin and 6221 Geary.

Felton Early Psychosis Program receives National Behavioral Council's Science to Service Award.

### 2016

Deaf Community Counseling Services expands with an office in Fremont, CA, offering mental health services for Deaf and hearing-impaired.

### 2016

Felton's Children, Youth and Family Division acquires three new early childhood education centers—Felton Learning Center in Visitation Valley, Martin Luther King, Jr. Center and Sojourner Truth Center in Bayview-Hunters Point.

### 2016

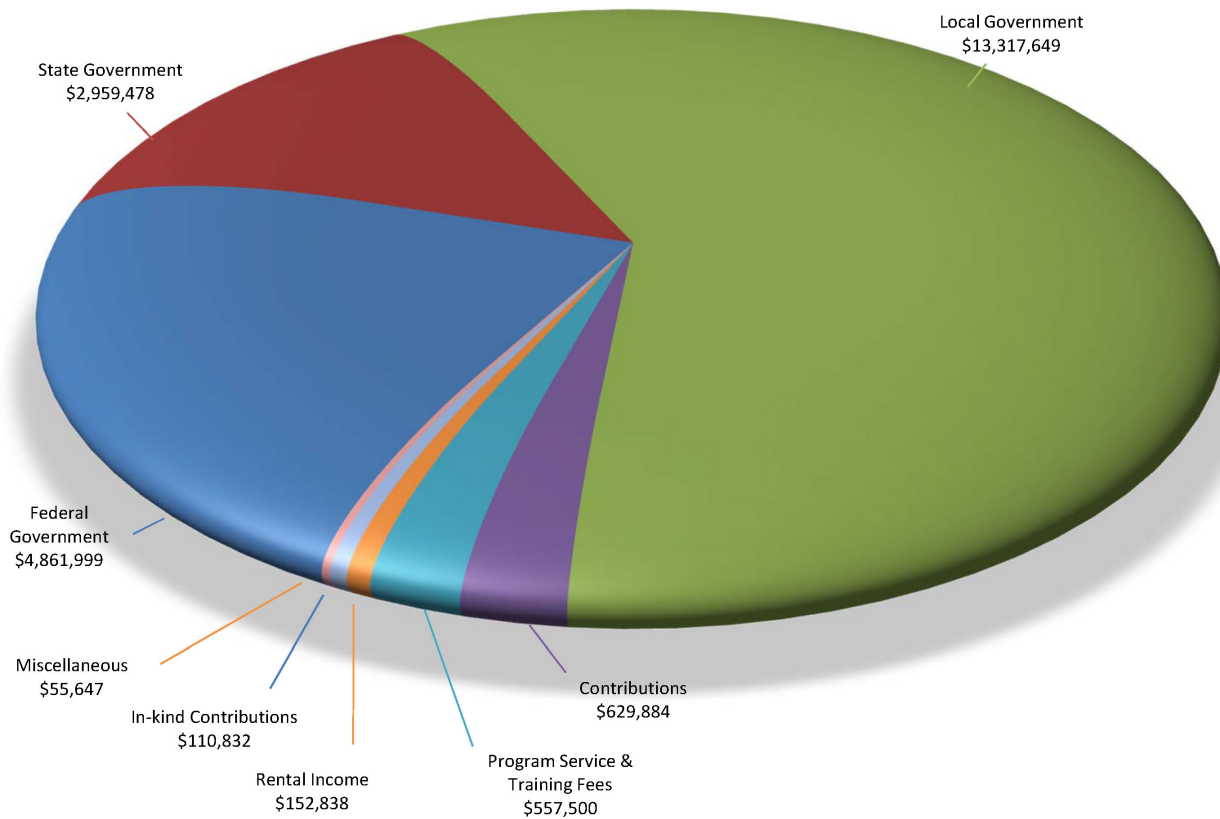
South of Market LoPrest Health Center opens on July 6, 2016, a new Felton Institute partnership, located between 6th and 7th Streets at 551/555 Minna Street.

**NOTE:** Felton Institute has accomplished so much more with the generous funding bestowed upon us. Growth and accomplishments listed here are only a small sampling.

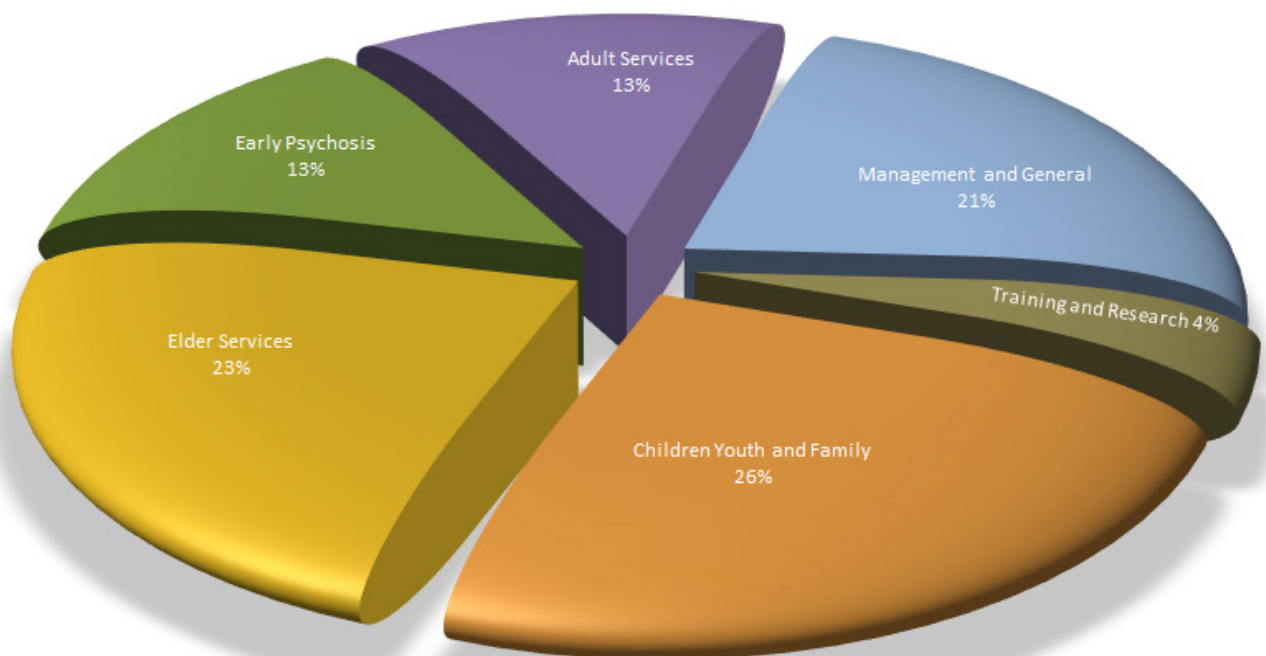


# Investing in People, San Francisco, and Beyond

## Funding July 2016–June 2017



## Functional Expenses (spending)



# Felton Institute Board of Directors

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Vice President  
Store Operations  
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Felton Institute  
responds to human  
needs by providing  
cutting edge,  
evidence-based  
social services that  
transform lives.

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