

Service • Innovation • Compassion



# ANNUAL REPORT

## 2019/2020



# LETTER FROM THE PRESIDENT AND CEO



**October 2019**, Felton celebrated our 130th Anniversary of uninterrupted service to Bay Area communities, received a proclamation awarded by the Mayor of San Francisco, and enjoyed the celebratory gathering of 500 donors, supporters, staff, and program partners. We had no idea that within four months our community—in fact, the world community— would face a deadly pandemic that challenged the way we serve.

Thankfully, Felton was prepared to meet the challenges that 2020's shelter-in-place government orders, the deadly dangers of the highly transmissible COVID-19 virus, social unrest due to national racial reckoning, and the uncertainties wrought by the presidential election.

Faced with social chaos and heightened need, we maintained our mental health assistance to our high-risk clients by expanding our remote services. Having upgraded the technology used to respond to crisis calls shortly following the merger of San Francisco Suicide Prevention into Felton, we were prepared to equip staff with the ability to work from home. The Senior Division was effective in addressing increased client needs associated with isolation. The Early Care and Education sites transformed to support in-home care, then reconfigured as in-person pods when conditions improved. Felton staff lent their expertise to San Francisco's Health Department in planning for Pop-Up hospitals in anticipation of COVID response needs. Facing the gravest health jeopardy, our street team donned PPE and continued high risk intervention, outreach services to the most vulnerable. As is our tradition, we served in turbulent times.

Felton's footprint expanded during this time. The Agency growth was fueled through expansion of our Justice programs that offered reentry services to an increasing number of individuals released from prison and jails. Felton's Technical Assistance services to nonprofits in behavioral health also proved a source of growth. These areas allowed our talented team of problem solvers to jump into action, share innovative visions of how to improve outcomes for those in need of health access and support, and accelerate overall community well-being.

Given the tremendous work of these Felton first responders, it is notable that no staff were lost to the deadly virus. Additionally, the organization successfully managed increased financial burdens of protective measures necessitated in response to COVID-19, including PPE and office structural redesigns. In fact, Felton has emerged in 2021 stronger and better prepared to serve our communities as we pursue a new normal.

**Al Gilbert**  
Felton President and CEO

# INTRODUCING FELTON'S BOARD CHAIR



**Sandra Smith** is a retired Administrative Law Judge, and attorney with experience in civil litigation, general civil advice and consultation, employment law – litigation, prevention and investigations, health law compliance and administration. She has an extensive background with public entity litigation and is a former partner with a statewide private firm.

Regarding her appointment as Board Chair, Sandra Smith shares,

“

***Initially, I was drawn to Felton based on its values, mission, and goals and offer of a variety of programs and social services that ‘transform lives’. The demonstrated dedication to continuing the mission of providing services to families is in sync with my personal mission of offering and sharing my limited professional and life experience skills to assist with social justice and being socially responsible on a broader scale.***

***I am honored to offer my meager assistance in the highest and best way possible to the Felton Board as a Director, and now as the Board Chair, with hope I can assist with the advancement of Felton's values, mission, and goals.***

***Thus, I find working with the Felton Board a small contribution to the depth and wealth of services offered by Felton from addressing the needs of individuals and families from infancy to the elderly; to providing mental health, shelter, substance abuse, and re-entry services to those in need.***

***I am so proud of Felton's continued demonstration of commitment to the population it serves during an unprecedented physical and mental health threat.***

**Sandra Smith**  
Felton Institute Board Chair



# WHY FELTON NOW?

*Innovating in crisis is what Felton does best.*



Founded in 1889 and first named Associated Charities of San Francisco, Felton Institute is the **oldest non-sectarian relief organization in the San Francisco Bay Area**.

In its over 100-year history, Felton has served through the 1908 Earthquake, the 1918 Spanish Flu Pandemic, the Great Depression, two world wars, 9/11 and a COVID-19 global pandemic. The agency has always heeded the call of those in need. We are a health safety net in times of disasters and crises.

2020 was a year unlike any other in recent memory; It tested our resolve. As a nation, we mourned over 600,000 American lives lost to COVID-19. As an agency, we doubled up on our commitment to help those in need. With the global pandemic came rising unemployment and homelessness rates, a looming economic downturn, and an increased need for mental health and justice services.

“

*At Felton, we believe helping each individual can make a difference.*

Felton Institute is one of the few nonprofit agencies with programs that **address all age groups**.

One hundred thirty-two years later, Felton continues to innovate and expand its roster of services. From its roots as a disaster relief and family charities agency, Felton Institute serves five San Francisco Bay Area counties with five core service areas. With programs recognized as national models, Felton Institute innovates according to the times, adopting new ways of delivering social work, education, and mental health services.

Felton Institute is committed to building a stronger community by addressing the needs of the individual. We believe in education, training, and tools to earn a living wage, providing basic needs, physical and mental wellness services while treating all with human dignity to facilitate a life that is about thriving. We have the progressive values of inclusion, of celebrating diversity and social justice for all.

**PHOTO:** While the San Francisco Bay Area is a region of relative prosperity compared to the rest of the nation, studies show four out of ten Bay Area families struggle to pay the bills each month or have savings to cover three months of expenses. Without this kind of savings, Bay Area residents cannot weather a job loss or medical crisis, which many families face during this current economic downturn.

**FACING PAGE:** Studies show rates of contact with the criminal justice system and victimization among homeless adults with severe symptoms such as psychosis are higher than among housed adults with severe mental illness.





**FELTON LEADERSHIP (CLOCKWISE FROM LEFT):** Sarah Tiffany Richardson-Baker (Director of Communications and Community Engagement), Kenji Paschen (Chief Technology Officer), Marvin Davis (Chief Financial and Operations Officer), Al Gilbert (President and CEO), Curtis Penn (Director of Justice Services), Cathy Spensley (Director of Senior Division), Dra. Yohana Quiroz (Chief Operation Officer of Children, Youth, Family and Transitional Age Youth), Adriana Furuzawa (Director of Felton Early Psychosis) Liz Damacio-Julien (Chief People Officer), Robin S. Ortiz, Ph.D. (Director of Business Development)

## OUR *mission*

*Rooted in equity, Felton Institute transforms quality of life and promotes social justice to accelerate community led change.*

## OUR *vision*

*Drive positive and sustainable community led change where all have equitable access to innovative, high-quality, evidence-informed services.*



## FELTON *service area*



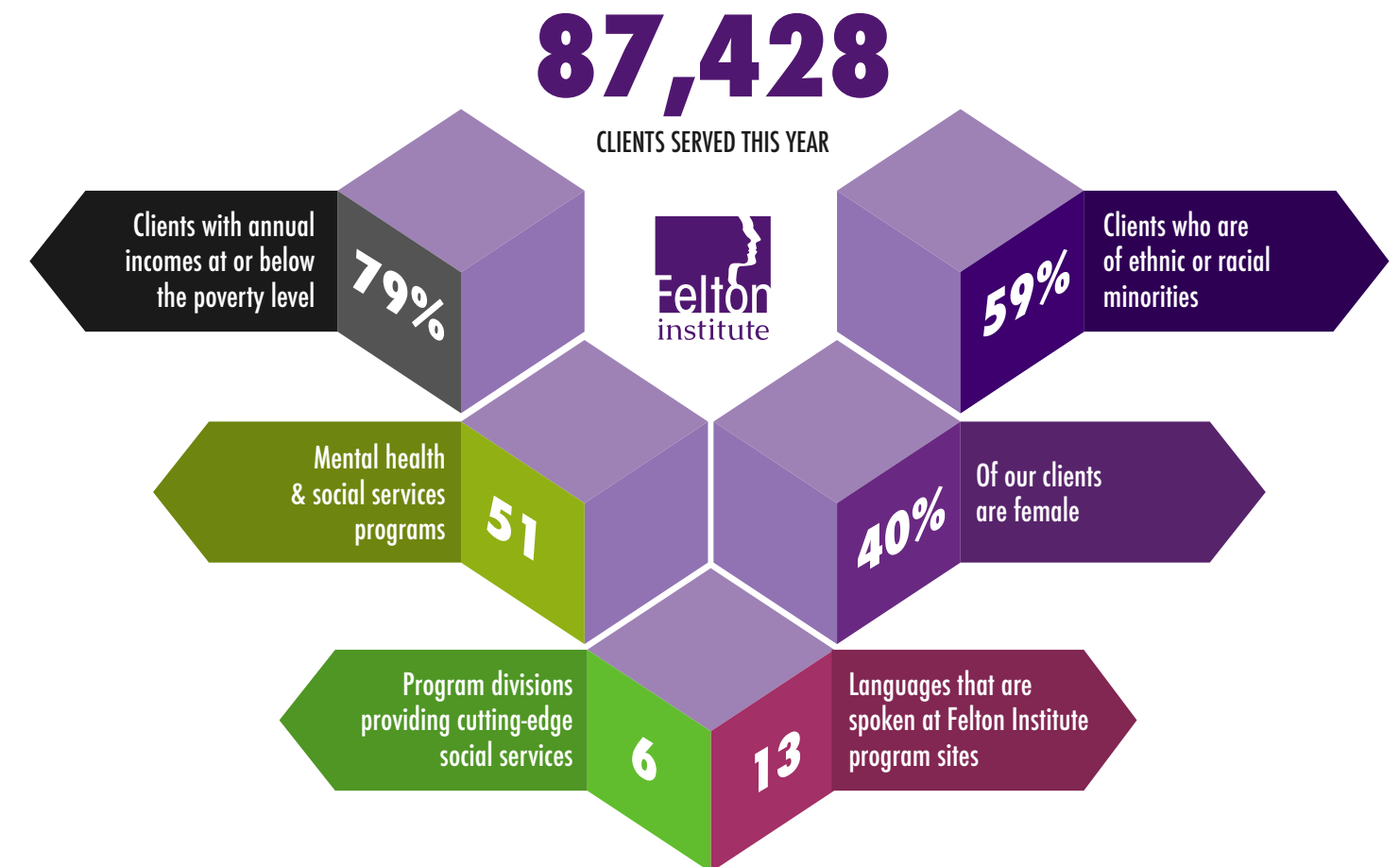
### PROGRAM SITES & OFFICES

Operations and programs are spread over five counties: Alameda, Marin, Monterey, San Francisco, and San Mateo, responding to the belief that those in crisis must have access to social services.

### WIDE ARRAY OF SOCIAL SERVICES

Our services are comprehensive with an emphasis on the needs of low-income families, children, the elderly, ethnic minorities, justice impacted individuals, and people living with mental and physical disabilities.

## WHO DOES FELTON *serve* ?



### UNDERSERVED COMMUNITIES

Too often individuals with income below the poverty line are dealing with complex social and emotional challenges. Felton offers a comprehensive network of support for this community.

### DIVERSE DEMOGRAPHIC

Our community embodies cultural, economic, social, and ethnic diversity. On average, 79% of our clients are at or below the poverty level, and about 59% are of ethnic or racial minorities.

### EARLY PSYCHOSIS PROGRAM

The Felton Early Psychosis Programs currently operates in five counties, serving over 250 clients per year. It is the largest community-based schizophrenia treatment program in the USA.

### FEMALE CLIENTS

On average across our programs, around 40% of the population Felton serves are female, offering equal opportunity for women to build on their inherent strengths and develop self-sufficiency.

### SIX SEPARATE DIVISIONS

Felton Institute consists of six divisions:

- Children, Youth, Family & Transitional Age Youth
- Adult • Justice Services • Senior • Early Psychosis
- Training, Research & Evaluation

### LANGUAGE ACCESS

Felton honors the cultural sensitivity of our clients and responds to the call with staff who speak a wide variety of languages. This year, 13 languages are represented across our 51 programs.

# EARLY CARE AND EDUCATION

*Embodying the values, policies, and practices that support the right of every infant and young child.*



Felton Institute provides early care and education through the Children, Youth, Family, and Transitional Age Youth Division. The programs cater to babies and at-risk children, up to six years of age, from low-income families by providing health and educational services, such as daycare, preschool, special needs inclusion and intervention, and nutrition management.

- This year, Felton served 401 unduplicated children by providing inclusive full year, full time early care and education and family support services.
- On August 2019, Felton graduated 77 preschool children at SFSP. 97% of the children were considered “Kindergarten ready” based on their social and emotional competence, academic preparedness and leadership skills.
- 97% percent of children were considered “Kindergarten ready” based on their social and emotional competence, academic preparedness, and leadership skills.
- In April 2020, Felton prepared 350 Early Literacy + More Packages to provide support and educational resorces for all enrolled children in the early care and education centers. We began distributing these April 22, 2020.

“As a mother of a son who’s been diagnosed with autism what I would say to someone who is interested in donating to such a cause is that it made all the difference in the world for my child. It was because of the early intervention that got him to this place and allowed him to be able to express who he is. Felton’s work has impacted three generations who are so ever grateful for the possibilities that opened up for this young man.

- Tammi Abad, Felton’s Early Autism Program (FEAP) Parent



**ABOVE:** San Francisco’s mask mandate extended to kindergarteners at one of Felton’s ECE Centers, in line with COVID-19 safety protocols.

**FACING PAGE:** Tammi Abad and her son Josh are clients of Felton’s Early Autism Program, an evidence-based intervention model specifically designed for children on the autism spectrum.



# MENTAL HEALTH

**Supporting, educating and destigmatizing mental illness as a critical part of overall wellness.**



Mental health services are provided in five counties, using rigorous, data-driven, and evidence-based practices.

To help clients and their families manage mental illness throughout their lifetime, the comprehensive treatment includes care management, Cognitive Behavioral Therapy, algorithm-guided medication management, individual and family group therapy, and educational and vocational counseling.

- The Early Psychosis Division Emergency Operations Center (EOC) quickly responded to the state and county mandated shelter-in-place orders, with behavioral health work declared as essential service. The EOC is working diligently to ensure that program participants in all counties receive continuous intensive behavioral health support.
- Anticipating the surge of health care needs due to COVID-19, this line of work helps avoid a psychiatric crisis and supports emotional well-being.
- San Francisco Suicide Prevention (SFSP) is the oldest community-based telephone crisis center in the United States. In COVID-19, SFSP saw an increase in high-risk calls. SFSP quickly installed a cloud-based phone system, allowing staff and volunteers to answer calls safely at home. Volunteer engagement has almost returned to the levels before shelter-in-place, with 120 staff and volunteers accessing the lines remotely.

**“My relative was a graduate of the Early Psychosis Programs, now known as (re)MIND®, and after I retired, I saw the real value in giving back. During my time here at Felton, I am moved by our absolute commitment to helping those who are most shunned by our society at large, in achieving existential authenticity in our daily lives.**

- Michael Krechevsky, Family Support Specialist for (re)MIND ®



**ABOVE:** Volunteer Coordinator Brad Chapin manages and trains 200 active volunteers annually in San Francisco Suicide Prevention's 24/7 crisis hotline program.

**FACING PAGE:** Cognitive Behavioral Therapy is just one of the many approaches utilized by Felton's Early Psychosis Programs, aimed at seeking remission and recovery through early intervention.



# FAMILY SUPPORT

***Bolstering communities by addressing the basic needs that families find themselves unable to provide.***



The primary focus of Felton’s Family Support services is to provide emotional support and direct services to those in need through Felton’s Health and Wellness Resource Center and food bank. Case management is available to expectant and parenting families up to age 19, so they may have access to the health, education, and social services for which they are eligible.

- This year, 595 children visited our weekly farmers market, and 2,190 families benefited from fresh fruit, vegetables and perishable foods. As a result, our families had access to healthy foods on site. During this year, more than 10,000 pounds of food were distributed to families.
- Felton’s TAPP provided 1,250 San Francisco Unified School District first-year high school students with a preventative health workshop on teenage pregnancy and parenting education workshop at nine different high schools.
- This year, Felton served 54 young families under age 24 with comprehensive case management and family advocacy support.
- In partnership with SFUSD Hilltop Special Center, Felton supported 13 young pregnant and parenting teens graduate high school and earn a diploma. In addition, we served eight students in preparation for their General Education Diploma (GED).
- Following the COVID-19 crisis, Felton Institute had a 92% increase in the number of families we are serving. This is nearly double the number of families previously served.

“*Thank you so much. My husband and I both are not working. This is helping my family in our time of need.*

*Thank you for being here for us. This food is amazing; my kids love the fresh fruit. Means so much to me and my family!*

- FELTON FAMILIES express their gratitude when receiving care packages.



**ABOVE:** Emcee Ashley Linares is one of 16 high school seniors who celebrated a virtual graduation from Hilltop School, supported by Felton’s Teenage Pregnancy and Parenting Project (TAPP).

**FACING PAGE:** Young clients receiving goods at Felton’s ECE Farmers Market in the Mission. Through the COVID-19 crisis, Felton has continued to provide educational materials, diapers, and food for Felton families. (Photo by Eric Carmichael / Carmichael Images)



# JUSTICE SERVICES

***Envisioning and taking steps towards a society in which individuals are treated with equality and respect.***



Justice Services is Felton Institute's newest division, tracking over 50% growth in program expansion. The division collaborates with various local agencies and officials to provide rapid response, community engagement, service linkage, and relationship-building assistance.

Focus is given to those who are insecurely housed or unhoused, the formerly incarcerated, those with substance use and unaddressed mental health disorders. Taking a harm-reduction approach, Felton services include case management, assessments and wellness intervention.

- As part of a new wave of police reforms in June 2020, San Francisco police will stop responding to neighbor disputes. Noncriminal matters involving mental health, the homeless, school discipline, and neighbor disputes will be responded to by trained, unarmed professionals. Felton Street Case Management Team was assigned the work to divert repeat, low-level adult offenders.
- Center of Reentry Excellence (CORE) is Felton Institute's re-entry program. CORE is a one-stop hub of reentry services working with the Alameda County Probation Department to serve all justice-impacted individuals in Alameda County.
- Members of Felton Engagement Specialist Team (FEST) manned the frontlines at homeless encampments as part of the COVID-19 response. Felton provided supplies and referrals connecting the insecurely housed to medical care and social services.

**“ I see the work that Felton does in the criminal justice arena as exceptional and very important work helping the formerly incarcerated re-enter society. The most rewarding part of my job at Felton is being able to assist clients with overcoming their challenges, whatever they may be. I love being of service to others who are in need.**

- Randy Carter, Case Manager for Felton's Law Enforcement Assistance Diversion (LEAD) program



**PHOTO:** Program Manager Celina Hennessey congratulates the successful graduates of Young Adult Court in a ceremony held at the San Francisco Hall of Justice, April 2021.

**FACING PAGE:** Case Manager Randy Carter discusses housing options with an unhoused man after he did not meet hotel placement requirements in San Francisco.



# TRAINING, RESEARCH & EVALUATION

***Disseminating research findings and best practices throughout the fields of social work and mental health.***



Felton Training and Research offers professional development and behavioral health training for providers in a variety of Evidence-Based Practices (EBPs), Motivational Care Management (MCM), and Community Based Research Consultation.

Circe software enables Felton Institute to efficiently manage everything from client intake, progress tracking, productivity to billing and reporting. The management information system is a cloud-based product which makes it easier for Felton programs to track data throughout the entire organization.

## **With CIRCE, Felton Institute hits these milestones:**

- Time spent on paperwork is cut in half.
- Clinicians spend an average of 25% more face-time with clients
- Invoicing error rates decreased from 7.8% to 0.3%
- Staff productivity rose by 17%.

With Felton's 86 major funding sources, including public funding from Federal, State, City, and County sources, as well as private and corporate donations and foundation grants, Felton has been able to report to funders and maintain compliance with Medicare, HIPAA and other requirements using CIRCE.

***St. Vincent de Paul Society of San Francisco implemented MCM at two sites in partnership with Felton Institute. After merely 6 months, the professional quality of life among staff and managers improved greatly. Clients generally felt more welcomed and respected. Their stress level had decreased. Staff had successfully empowered their clients to make positive changes and improve their quality of life.***

- Case Study showcasing the impact of Felton's Training and Research Division



**PHOTO:** A pioneer in the field of early psychosis and translating it into national policy, Dr. Robert Heinssen of the National Institute of Mental Health spoke at Felton's town hall meeting. The November 2019 event was part of Felton's training initiatives.

**FACING PAGE:** Felton Institute continues to innovate, combining mental health training and experience with advanced digital technologies to further support the mental health care programs.



# AGING SERVICES

**Creating opportunities to help older adults remain in the community and age with dignity.**



Comprehensive case management, counseling, and psychiatric services are provided for older adults under Felton Institute's Senior Division. In-home and clinic-based services are offered, including evidence-based health and mental practices and assessments for seniors with disabilities. Workforce training for older adults is also available, often leading to permanent job placement.

## **This year's Senior Division highlights:**

- Our Senior Community Service Employment Program (SCSEP) in San Francisco expanded into Marin County.
- With San Francisco Mayor Breed and the Office of Economic and Workforce Development, we planned and executed the City's first Hiring Fair for Older Adults (600 attendees), as well as the first Hiring Fair for Older Adults in Visitation Valley, with the Mayor attending both events.
- With new funders, we are offering ESL and Beginning Cantonese Language classes in Visitation Valley.
- In San Francisco, in an early response to the health crisis threats of COVID-19, our Ombudsman Program worked closely with SFDPH emergency response teams to inform and educate nursing homes and other congregate living sites about the risk to their vulnerable residents and how to immediately implement safety procedures.

**“I felt welcome to the team from day one. When I joined the team as a SCSEP person, they told me, ‘You’re part of us. You’re part of the department.’ And every time they go out for lunch or a birthday party, they included me. Everything they had, they included me. All the social meetings they have, I’m there. And I felt that I’m part of the department, they welcome me, and after I [got to] know the other people at Felton, everybody was very nice. It felt like they were a real family.**

- Effie Cockrell, Payroll Specialist - On landing at job at Felton, after going through the SCSEP program.



**PHOTO:** There are currently 35 Ombudsmen Programs in California, including one run by Felton Institute in San Francisco. The federally-mandated service provides professional staff and volunteers to protect residents' health in long-term care facilities.

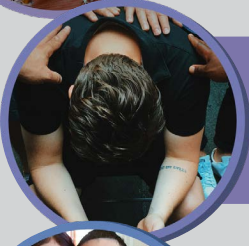
**FACING PAGE:** Felton employees Effie Cockrell and Roger Truskonoff are living proof that the Felton system works. Both are graduates of the SCSEP program, which provides training and support in workforce development and placement.



# FELTON'S CORE SERVICE AREAS



## EARLY CARE & EDUCATION



## MENTAL HEALTH



## FAMILY SUPPORT



## JUSTICE SERVICES



## TRAINING, RESEARCH & EVALUATION



## AGING SERVICES



1 CHILDREN, YOUTH, AND FAMILY

2 TRANSITIONAL AGE YOUTH

3 ADULTS

4 SENIORS

# OUR LIFE-TRANSFORMING PROGRAMS

## Children, Youth, Family, & TAY *Building Stronger Families and Communities*

Services include early care and education, early intervention and inclusion for children birth to six years old. We offer mental health services for youth and wrap-around family support and social services to all families.

### CYF Programs Include:

- ECE - Family Developmental Center (FDC)
- ECE - Felton Early Autism Program (FEAP)
- ECE - Felton Learning Center (FLC)
- ECE - Early Intervention Program (GGRC)
- ECE - Martin Luther King Center (MLK)
- ECE - Medically Fragile Program (MOLERA)
- ECE - Sojourner Truth Center (STC)
- Felton's Sunshine Community Center (SCC) @ FDC
- Full Circle Family Program (FCFP)
- Healthy Families, Healthy Lives "Familias Sanas, Vidas Sanas" Wellness Program
- Teen Resources to Achieve Positive Practices (T-RAPP)
- Teenage Pregnancy and Parenting Program (TAPP)
- Young Family Resource Center (YFRC)

## Adult Division *Facilitating Opportunities for At-Risk Populations*

Felton's Adult Division responds by placing a particular emphasis on the needs of low-income individuals and families, people living with disabilities, and the deaf. We work with people from all walks of life.

### Adult Programs Include:

- Deaf Community Counseling Services (DCCS)
- Full Service Partnership for Adults (FSP-ACM & FSP-CARE)
- Full Service Partnership for Transitional Age Youth (FSP-TAY)
- San Francisco Suicide Prevention (SFSP)
- Transitional Age Youth (TAY) Acute Linkage Program
- Vocational Services Felton FSA's Works Program

## Felton Early Psychosis Division *Intervening Early and Focusing on Recovery*

Innovative, evidence-based programs to diagnose and treat early psychosis and bipolar disorder. We provide treatment to adolescents and young adults so they can learn to manage their condition and move towards remission and recovery.

- (re)MIND® | BEAM Alameda • (re)MIND® Monterey
- (re)MIND® | BEAM | BEAM UP® SF • (re)MIND® Marin
- (re)MIND® | BEAM | (re)MIND® Alumni San Mateo

## Felton Training, Research and Evaluation Division *Pioneering New Strategies for Social Work*

Professional development and behavioral health training for providers are offered in a variety of Evidence-Based Practices (EBPs) to agencies in California and the nation.

## Justice Services Division *Forging a Pathway to Stability*

By collaborating with various local agencies and officials, Felton provides rapid response, community engagement, service linkage, and relationship-building assistance. Focus is given to those who are insecurely housed.

### Justice Programs Include:

- Center for Reentry Excellence (CORE)
- Felton Engagement Specialist Team (FEST)
- Felton Street Case Management Team (FSCM)
- Mild-to-Moderate Program (M2M)
- Reentry Engagement Program (REP)
- Success Moving to Incarceration (SMI)
- Supporting Treatment and Reducing Recidivism (STARR)
- Young Adult Court (YAC)

## Senior Division *Championing the Needs of Older Adults*

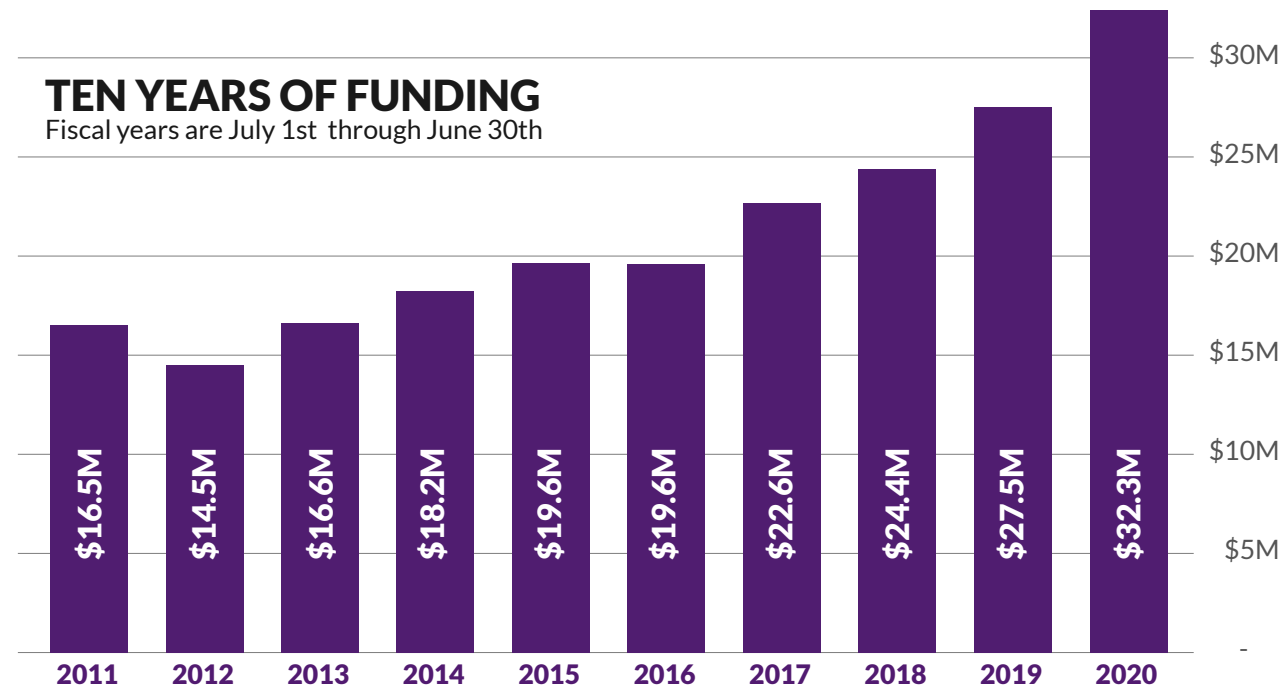
The Senior Division addresses the unique needs of our community's most vulnerable and fragile aging population. Our programs are designed to meet a wide range of needs while allowing seniors to age with dignity.

### Senior Programs Include:

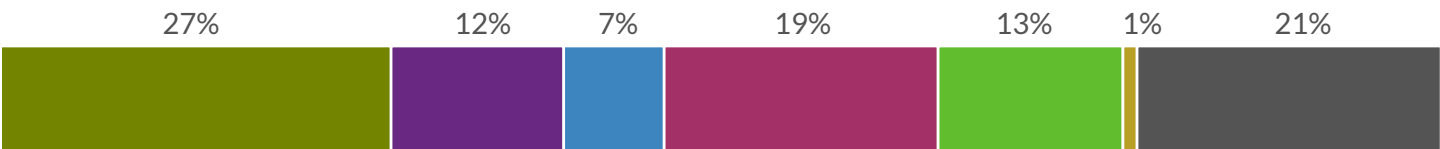
- Case Management for Alameda County
- Case Management for Older Adults and Adults with Disabilities
- Community Liaisons
- Community Services for Seniors and People with Disabilities at 66 Raymond, Visitacion Valley
- Flexible Subsidy Housing Program
- Foster Grandparent Program (FGP)
- Intensive Case Management and Outpatient Mental Health Services
- Long-Term Care Ombudsman Program
- Older Adult Service Team (OAST)
- Senior Community Service Employment Program (SCSEP)
- Senior Companion Program (SCP)
- Senior Full Service Wellness Program (Mental Health Services Act)
- Tech Squad
- Visitacion Valley Senior Health & Wellness



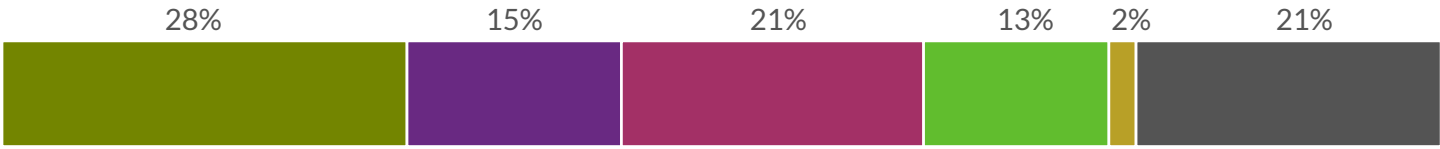
# MAKING A *measurable* DIFFERENCE



## SPENDING FY 2020



## SPENDING FY 2019



- CHILDREN, YOUTH, FAMILY & TAY
- ADULT DIVISION
- JUSTICE SERVICES DIVISION
- SENIOR DIVISION
- EARLY PSYCHOSIS DIVISION
- TRAINING, RESEARCH & EVALUATION
- MANAGEMENT & GENERAL

OUT OF EVERY DOLLAR SPENT BY FELTON INSTITUTE

**79¢**

DIRECTLY SUPPORTED OUR EXTENSIVE MENTAL HEALTH AND SOCIAL SERVICES PROGRAMS

# FINANCIAL *statements* FOR 2020

STATEMENT OF ACTIVITIES	2020	2019
REVENUE		
Fees from government agencies	\$30,893,724	\$26,052,828
Contributions	\$895,501	\$712,024
Program service fees	\$144,087	\$185,918
Rental income	\$206,631	\$358,643
In-kind contributions	\$87,207	\$85,992
Miscellaneous	\$44,763	\$142,989
TOTAL REVENUE AND SUPPORT	\$32,271,913	\$27,538,394
EXPENSES		
Program services	\$25,680,877	\$21,555,406
Support services	\$6,982,075	\$5,788,069
TOTAL EXPENSES	\$32,662,952	\$27,343,475
CHANGE IN NET ASSETS	(\$391,039)	\$194,919

STATEMENT OF FINANCIAL POSITION	2020	2019
ASSETS		
Investments, cash and cash equivalents	\$1,284,804	\$829,224
Receivables and prepaid expenses	\$5,176,798	\$4,285,543
Property and equipment	\$9,792,176	\$10,282,633
TOTAL ASSETS	\$16,253,778	\$15,397,400
LIABILITIES		
Paycheck Protection Program loan	\$3,547,190	
Accounts payable, accrued liabilities, lines of credit, & notes payable	\$10,519,150	\$12,801,291
TOTAL LIABILITIES	\$14,066,340	\$12,801,291
NET ASSETS		
Unrestricted	\$2,154,006	\$2,498,219
Temporarily restricted	\$33,432	\$97,890
TOTAL NET ASSETS	\$2,187,438	\$2,596,109
TOTAL LIABILITIES AND NET ASSETS	\$16,253,778	\$15,397,400

The complete audited, consolidated financial statements of Felton Institute for fiscal year 2019 & 2020 can be requested by contacting [info@felton.org](mailto:info@felton.org).



# COMMUNITY *engagement*



**PHOTO:** Korean delegation of social workers, who support seniors via training and employment programs, are hosted at Felton Institute's new Headquarters in Alameda, California in Nov. 2019.

**SIGN READS:** "Workshop Abroad to Learn Good Organization Which Supports the Jobs and Social Activities for Seniors"



## Two years in review with selected highlights from community events in 2019 & 2020.

1. The city of Alameda **warmly welcomed Felton Institute to its new Alameda site** with a day of celebration on August 15, 2019.

Alameda Mayor Marilyn Ezzy Ashcraft, Deputy Chief of Staff for Supervisor Wilma Chan Vanessa Ceden and Alameda Chamber of Commerce President Michael McDonough spoke at a lively ribbon cutting ceremony attended by guests from local businesses, community members, partners, and non-profit agencies.

2. On January 24, 2020, Felton celebrated the start of the Early Intervention Program at our Sojourner Truth Center site with an **Open House and Ribbon Cutting Ceremony**. The event was organized by COO Yohana Quiroz and Early Intervention and Inclusion Director Michelle Kaye.

3. On November 1st, 2019, public officials, community leaders, Felton staff, Foster Grandparents and Senior Companions gathered

at Paramount Superstars Restaurant for the **annual appreciation lunch** for Foster Grandparents and Senior Companions. Tieu Ly (right side) is the Program Manager for Felton's Foster Grandparent and Senior Companion Program.

4. Felton Institute participated in a first-of-its-kind **Hiring Fair for Older Adults and People with Disabilities**, hosted by San Francisco Mayor London Breed, on August 05, 2019.



# RESPONDING TO COVID-19

*Felton Institute transformed needed services to virtual models, with staff working safely from home, rapidly training and adapting to new technology tools, and continuing to provide essential services to our clients.*



## FELTON JUSTICE SERVICES

Due to increase demand and need during COVID-19, Justice Services expanded from a series of programs into its own division.

**50%+** **GROWTH**  
in Alameda and San Francisco counties

**4** **NEW PROGRAMS**  
in Alameda and San Francisco counties

## EARLY CHILDHOOD REMOTE LEARNING

Felton's new "Distance Learning" Programing included pre-planned lesson plans, at-home learning activities, recorded videos, and website content.



**430** **CHILDREN**  
at Felton's five Early Childhood Education Centers adapted to remote learning through the use of the Padlet platform.



## FELTON'S CRISIS HOTLINE GOES REMOTE

Felton Institute's San Francisco Suicide Prevention (SFSP) program rapidly adopted a new cloud-based phone system, allowing volunteers to answer crisis calls safely from home.



**4 DAYS**

Amount of time it took for SFSP to adapt a new cloud-based phone system



## TECH SUPPORT FOR OLDER ADULTS

A new volunteer program connecting older adults to online technology, a vital service to ensure connection and prevent isolation in COVID-19.



## VOLUNTEERISM IN 2020

Coronavirus and social justice contributed to a boost in volunteerism in the time of COVID.



**230**  
**VOLUNTEERS**

**101,366 Hours** **DONATED THIS YEAR**

**\$1.3 Million +** **VALUE OF TIME GIFTED**

\*April 2020-April 2021 Volunteer Numbers





**PHOTO:** Felton clients at the Alameda site are often greeted with genial smiles from HR Administrative Assistant Cecilia "CeCe" Johnson and Corletha "Coco" Jefferson.

## 2020 *diversity* REPORT

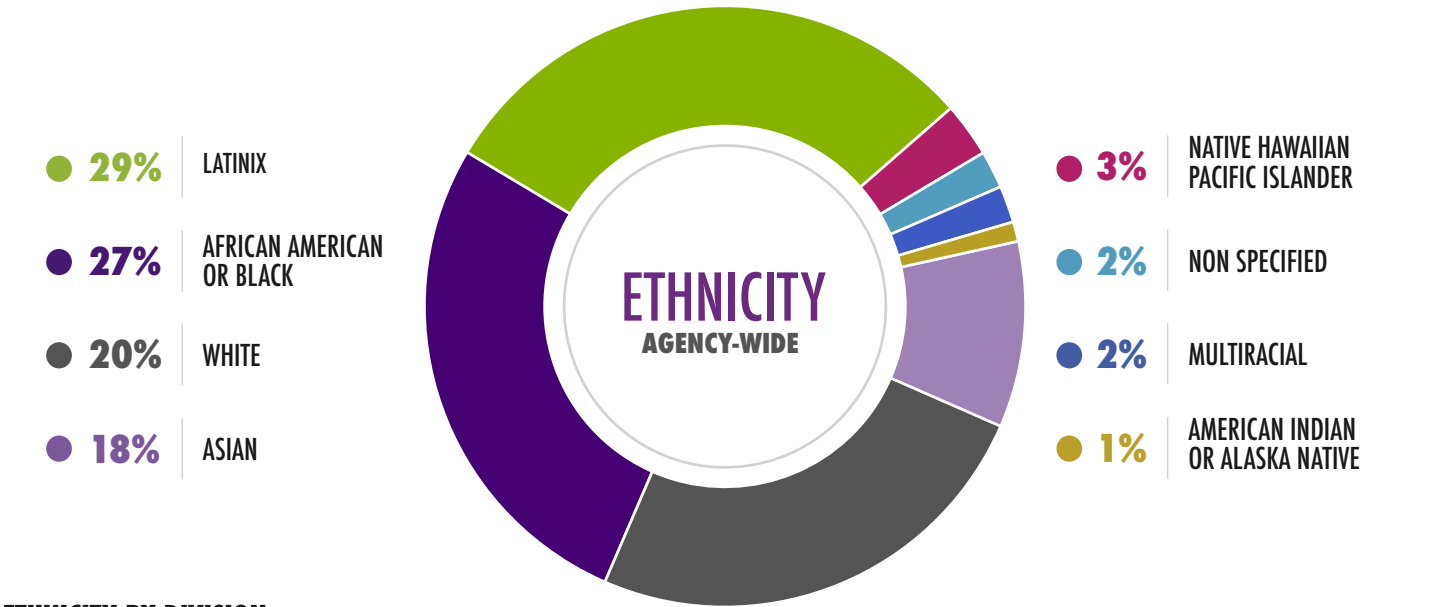
At Felton Insitutute we place a high value on diversity and the ***importance of workplace community and inclusion***. We celebrate the strength we have as an organization by having board and staff members that are reflective of the populations we serve.

There is ***diverse representation*** in our leadership and senior staff and that informs our work and positively impacts our mission of serving marginalized communities in Northern California.



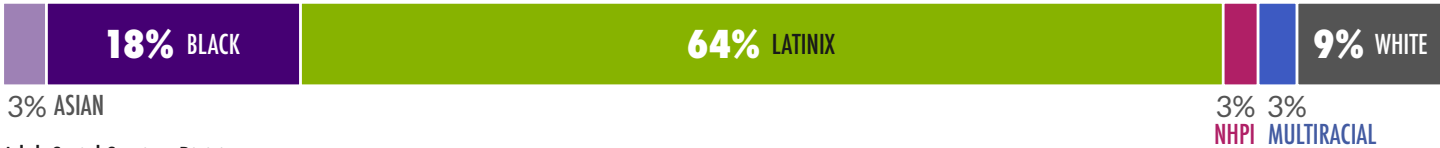
# FELTON & OUR VALUE OF DIVERSITY

*\*Data collected on March 1st 2021 by Felton Institute's Human Resources department.*

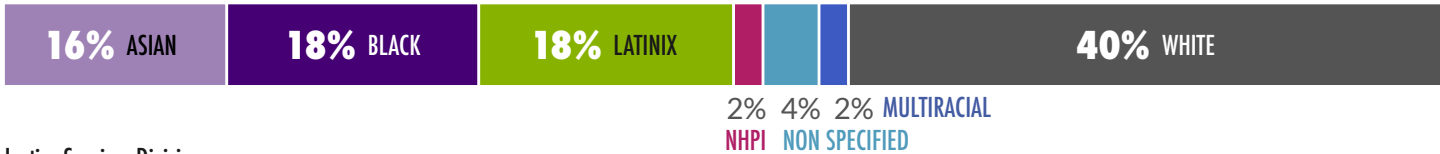


## ETHNICITY BY DIVISION

Children, Youth, Family, and Transitional Age Youth Division (CYF & TAY)



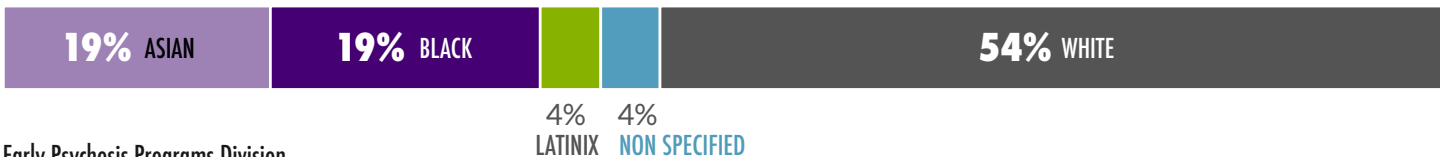
Adult Social Services Division



Justice Services Division



Senior Social Services Division



Early Psychosis Programs Division

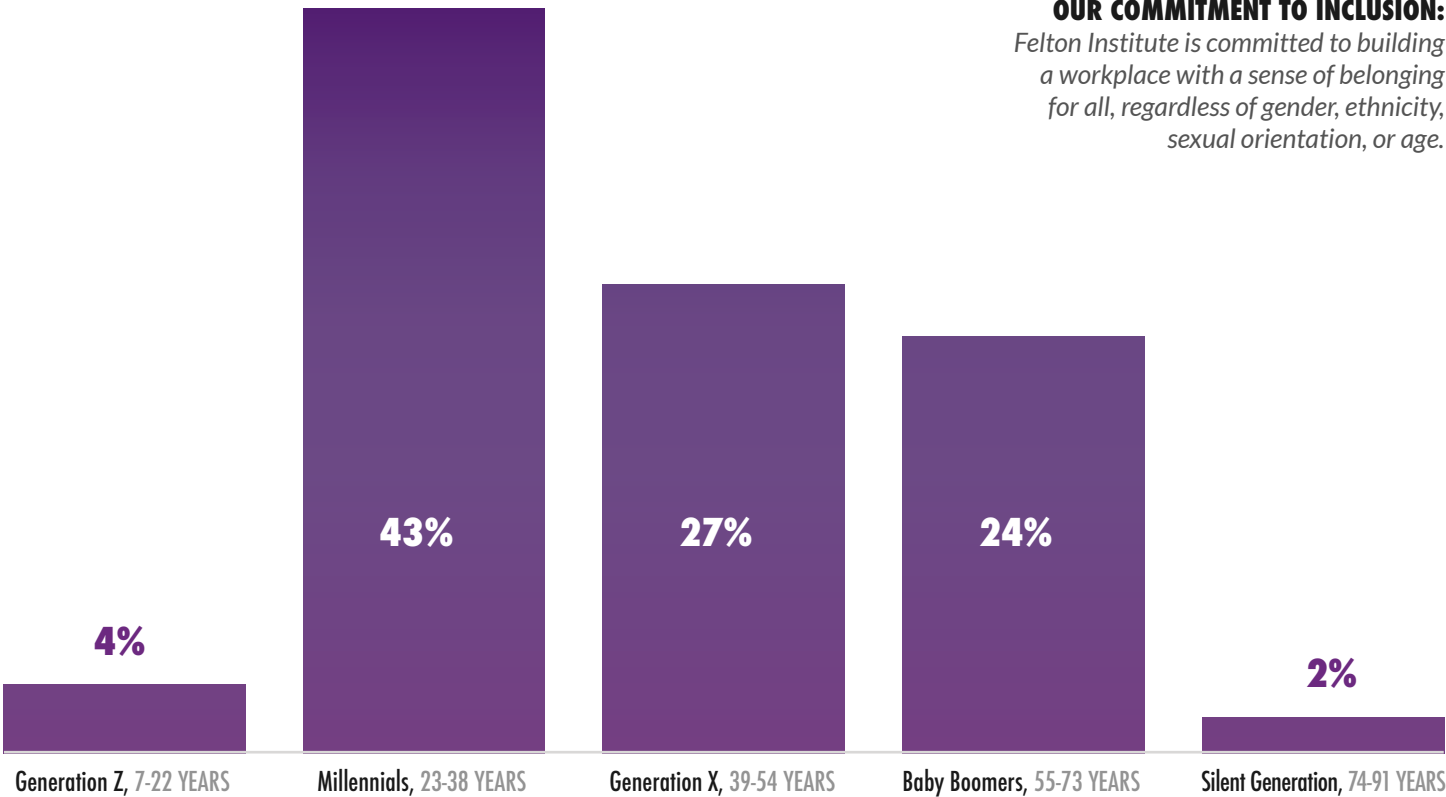


Administration



**Felton Institute's workforce consists of 642 individuals including 362 Employees, 45 older adults in SCSEP, 30 Contractors and 205 Volunteers.**

## STAFF BY AGE GROUPS



**OUR COMMITMENT TO INCLUSION:**  
Felton Institute is committed to building a workplace with a sense of belonging for all, regardless of gender, ethnicity, sexual orientation, or age.



FELTON INSTITUTE

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To get involved, visit felton.org

**COVER PAGE:** The friendly voices of San Francisco Suicide Prevention’s Hotline Manager Bex King and Program Assistant Megan White match their smiles, hidden under their masks.

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