

Felton
institute

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Annual Report
07/1/2022 - 6/30/2023



Al Gilbert is President and CEO of Felton Institute, the San Francisco Bay Area’s largest outpatient mental health provider, serving more than 60,000 clients annually, across six counties; San Francisco, Alameda, San Mateo, Monterey, Contra Costa County, and Marin.



Dr. George Woods, M.D., is the Chair of the Felton Board of Directors. He has served as a Felton board member since January 2022. Before assuming the role of Board Chair, Dr. Woods served as the Co-Chair of the Felton Program Committee.

Letter from the President & CEO

Our 2023 Annual Report highlights a year of programmatic and client successes. It is an account of life affirming outreach and service to equip individuals and families with resources needed to flourish and lead resilient lives. The compassion, professionalism, and commitment of Felton’s collaborative team of administrative and client facing staff, were the driving force behind expanded service capacity this year. Our programs for community members experiencing a mental health crisis expanded to serve survivors of suicide, as well as, family and friends who

mourn that loss. Justice services programs have expanded to include transitional housing for justice-involved, transitional age youth, adults, and veterans.

By any measure, Felton Institute is a leader in social services and community building. I am inspired by the legacy of our historic organization that promotes successful outcomes for so many. More importantly, I am encouraged and humbled by the fact that we continue to expand this transformative work.

Al Gilbert,
President and CEO of Felton Institute

Letter from Felton’s Board Chair

Felton Institute shined in 2023. From community-building to removing barriers, to providing compassion and empathy, we put community first. Our organization was founded on the ideals of community engagement and fostering programs and services that provide critical support to individuals and their families.

I’m honored to be part of a legacy that fosters hope and dignity in times of hardship and strife. Our innovative, evidence-based social services respond to

the needs of under-resourced communities and empowers individuals and their families to lead healthy and fulfilling lives. I have immense gratitude for the hard work and dedication of our unwavering leadership and talented workforce who show up every day to make a difference in the lives of so many.

I look forward to another year filled with success, growth, and supporting all we serve.

Dr. George Woods,
Felton Institute Board Chair

Felton Leads Community Engagement

Felton Institute is committed to strengthening individuals, families, and the community through providing innovative and compassionate care. Finding solutions and empowering all we serve is reflected in the work we do.

Felton Flourishes

Our innovative and comprehensive services are comprised of 6 divisions: Children, Youth, Family & Transitional Age Youth; Adult; Justice Services; Senior; Early Psychosis; Training, Research & Evaluation. Through these divisions, we responded to the needs of individuals, families, and the community by providing a lifeline to them. From providing support to survivors of suicide loss, to providing resources to justice-involved individuals, to responding to the mental health needs of the community, we continue to uplift all we serve.

We expanded our services, boasting over fifty programs serving those impacted by the justice system, individuals struggling with mental health, preparing children for educational success, providing older adults with critical resources, and more. In addition to program expansion, Felton has grown to a workforce of nearly 500 employees as well as extending its geographic reach to 6 Bay Area counties that include San Francisco, Marin, Alameda, San Mateo, Contra Costa, and Monterey counties.

PHOTO: At the heart of our work is the belief that individuals and families in crisis must have access to services and resources to help them build on their inherent strengths and develop self-sufficiency.



Who We Serve

Our programs focus on the needs of low-income families, children, the elderly, ethnic minorities, justice-impacted individuals, and people living with mental and physical disabilities. From 2022 – 2023 we served **68,415** clients across **58** mental health and social services programs. Our demographic highlights include:

- **63%** Clients Below the Poverty Line
- **70%** Racial and Ethnic Minorities
- **52%** Female clients
- **1%** Nonbinary, Gender Non-Conforming, Gender-Neutral & Transgender

In addition to programmatic and geographic growth, we also grew financially. We went from **\$6,981,495** to **\$9,682,582** total net assets.

Highlights of Our New Programs

Angelo Quinto Community Response Team Responds to Community Needs

Angelo Quinto Community Response Team (AQCRT) works in collaboration with the City of Antioch, Antioch Police Department, and local community-based organizations, to provide a 24/7 non-police response to low level, non-life threatening, 911 calls. Felton was unanimously selected by Antioch City Council to launch the city's first, as well as Contra Costa County's first, 24/7 community response team. AQCRT supports the community by engaging the community. Fostering successful outcomes for those experiencing a mental health crisis, AQCRT empowers Antioch residents by supporting long-term prevention services and community conflict mediation.

Local Outreach Provides a Lifeline to Survivors of Suicide Loss

Local Outreach to Suicide Survivors (LOSS) provides resources and connections to suicide survivor support groups for those who have lost a loved one to suicide. LOSS provides resources, support, connection, and understanding immediately after a suicide loss and for the months and years that follow. The LOSS team is primarily made up of other survivors of suicide and can serve as a guidepost for the newly bereaved in their process of grief and recovery.

PHOTO ABOVE: Felton's community-based programs make meaningful improvements in the lives of community members while advancing public safety and well-being.

Crossroads to Hope (C2H) Activating Hope Through Housing

Crossroads to Hope (C2H) is a residency program for individuals with justice-involved backgrounds. Activating hope through housing, Crossroads to Hope (C2H) provides 6-month housing residencies, on-site case management services, and programming for individuals with justice-involved and mental health backgrounds. The program strives to help residents build a support network, access communities, resources, and establish long-term stable housing.



PHOTO BELOW: Felton's Justice Division programs uplift justice-involved individuals.

Executive Leadership

| Alphabetical by last name, after CEO



Al Gilbert

President and Chief Executive Officer (CEO)



Liz Dalmacio-Julien

Chief People Officer (CPO)



Marvin Davis

Chief Financial and Operations Officer (CFOO)

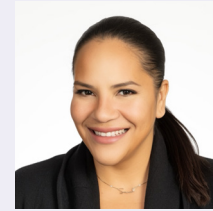


Yohana I. Quiroz, Ed.D.

Chief Operations Officer (COO)

Senior Leadership

| Alphabetical by last name



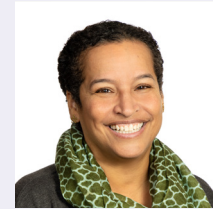
Sarah Richardson Baker

Director, Communications and Community Engagement



Adriana Furuzawa

Division Director, Early Psychosis Services



Robin S. Ortiz, Ph.D.

Director, Business Development



Curtis Penn

Division Director, Justice Services



Biwesh Pradhan

Director, Information Technology (IT)



Cathy Spensley

Division Director, Senior Services



Our Vision

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

Our Mission

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

***PHOTO :** AQCRT makes meaningful improvements in the lives of community members while advancing public safety and well-being.*

Our Site Locations

July 1, 2022 - June 30, 2023



Program Site Offices

Responding to the belief that those in crisis must have access to social services, operations and offices are spread across six counties: Alameda, Monterey, Marin, San Francisco, San Mateo, and Contra Costa.

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 challenges.

Who We Serve

70% | Racial and Ethnic Minority Groups

63% | Annual Income Below the Poverty Line

52% | Identify as Female

47% | Identify as Male

1% | Nonbinary, Gender Non-Conforming
Gender-Neutral & Transgender

68,415

Clients Served

58

Mental Health & Social Service Programs

6

Program Divisions

14

Staff total languages

English, Spanish, Cantonese, Mandarin, French, Tagalog, Portuguese, Japanese, Russian, Taishan, ASL, Arabic, Vietnamese, and Hindi.

Our Program Data

Leading with compassion and care, our life-changing services respond to the needs of individuals and families. Our programs encompass a diversity of clients, reaching across ethnic, economic, cultural, and linguistic demographics.

This overview is based solely on programs who collected and reported data for fiscal year 2022-2023.



Our Target Populations



Early Care & Education

1 2



Mental Health

1 2 3 4



Family Support

1 2 3 4



Aging Services

4



Training, Research, & Evaluation

1 2 3 4



Justice Services

1 2 3 4

Children Youth & Family

1

Transitional Age Youth

2

Adults

3

Seniors

4

Our Life Transforming Programs

Programs active between July 1, 2022 - June 30, 2023

CHILDREN, YOUTH, FAMILY, AND TRANSITIONAL AGE YOUTH (CYFTAY) SERVICES DIVISION

Resilient Roots: Strengthening Families, Empowering Communities

CYFTAY services are designed to foster holistic development and resilience among children, birth to six years old, and their families. We offer mental health services for youth and wrap-around family support, workforce development and social services.

Early Care & Education Programs (ECE)

- Child and Adult Care Food Program (CACFP)
- ECE- Family Developmental Center (FDC), Ages: Birth – 6 Years
- ECE- Felton Learning Center (FLC), Ages: 2.9 – 6 Years - closed Aug 2022
- ECE- Martin Luther King Center (MLK), Ages: 2.9 – 6 Years
- ECE- Sojourner Truth Center (STC), Ages: Birth – 3 Years
- ECE- Solmar Learning Center (SLC), Ages: Birth – 5 Years

Early Intervention & Inclusion Programs (EII)

Ages: Birth-5 Years

- Early Intervention & Inclusion Programs, Ages: Birth – 3 Years
- Felton Early Autism Program (FEAP), Ages: Birth – 3 Years

PHOTO (right) ABOVE: Serving clients with compassion and care, San Francisco Suicide Prevention (SFSP) provides a 24/7 suicide prevention hotline, education, assistance, and intervention to those experiencing a mental crisis.

Family Support Programs (FS)

- 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), Under 24 Years
- Felton’s Family Resources Centers (FFRC) All ECE sites

Mental Health Programs (MH)

- Full Circle Family Program (FCFP)

Workforce Development Program (WD)

- ECE - Realizing Employment And Creating Hope (ECE REACH)

ADULT AND TRANSITIONAL AGE YOUTH (TAY) SERVICES DIVISION

Empowering Clients with Life-Changing Resources

Felton’s Adult and Transitional Age Youth Services deliver an array of innovative and comprehensive programs. We provide clients with mental health support, resources, crisis intervention, and supportive housing; promoting psychological and physical well-being.

- Early Intervention and Eviction Assistance Program (EAP)
- Local Outreach to Suicide Survivors (LOSS)

PHOTO (right) BELOW: The Salesforce Tower in San Francisco joined Felton Institute in honoring Mental Health Awareness Month by participating in the ‘Light Up Green’ campaign.

Adult Mental Health Programs

- Adult Full Service Partnership (FSP)
- Adult Intensive Case Management (ICM)
- Deaf Community Counseling Services (DCCS)
- Transitional Age Youth Acute Linkage (TAL)
- Transitional Age Youth Full Service Partnership (TAY FSP)

San Francisco Suicide Prevention (SFSP)

- SFSP – Crisis Line
- SFSP – Lifeline 988
- SFSP – Drug Relapse Line
- SFSP – After Hours and Weekends Department of Public Health (DPH) Behavioral Health Access Line and Central Coast Crisis Line
- SFSP – HIV/AIDS Nightline, Local and National and Text
- SFSP – Crisis Text and Chat, and Youth Crisis Text and Chat
- SFSP – Youth Risk Reduction Program, in partnership with San Francisco Unified School District (SFUSD)
- SFSP – Community Outreach & Education Program with San Francisco Community Partners
- SFSP – Peer Grief Support Group

Bayview Community Programs

- Hope House HUD Supportive Housing
- Hope House for Veterans Supportive Housing
- Bayview Drop-In Center
- Mother Brown’s Kitchen
- Pier 94 RV Village
- Bayview Safe Sleep Site



JUSTICE SERVICES DIVISION

Forging a Pathway to Stability

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

- Angelo Quinto Community Response Team (AQCRT)
- Crossroads to Hope (C2H)
- Center of Reentry Excellence (CORE) - closed March 2023
- Felton Engagement Specialist Team (FEST)
- Felton Street Case Management Team (FSCM)
- Mission to Motivate (M2M)
- Reentry Engagement Program (REP)
- Success: Movement from Incarceration (SMI)
- Supporting Treatment and Reducing Recidivism (STARR)
- Young Adult Court (YAC)

SENIOR SERVICES DIVISION

Championing the Needs of Older Adults

Specializing in mental health, workforce development, and community engagement, along with other aging services, Felton's Senior Division helps older adults flourish in their communities with dignity, security, and a high quality of life.

PHOTO (right) ABOVE: Felton's SCSEP program empowers older adults through transformative opportunities.

- BeneFITS 2 Work (BFITS)
- Case Management for Alameda County (APS)
- Case Management for Older Adults and Adults with Disabilities (DAS)
- Community Liaisons
- Flexible Subsidy Housing Program
- Information, Referral, and Assistance Program (IR&A)
- San Francisco Long-Term Care Ombudsman Program (LTCO)
- Tech Squad

AmeriCorps Seniors Programs

- Senior Companion Program (SCP)
- Foster Grandparent Program (FGP)

Older Adult Mental Health Programs

- Intensive Case Management (ICM)
- Outpatient Mental Health Services (OMH)
- Older Adult Full Service Partnership (FSP)
- Older Adult Service Team (OAST)

Senior Community Service Employment Program (SCSEP)

- SCSEP – Back 2 Work (B2W)
- Senior Community Service Employment Program (SCSEP), San Francisco
- Senior Community Service Employment Program (SCSEP), Marin
- Senior Community Service Employment Program (SCSEP), San Mateo
- Senior Community Service Employment Program (SCSEP), Visitacion Valley

Visitacion Valley Seniors

- Visitacion Valley Senior Health & Wellness
- 66 Raymond Community Services

PHOTO (right) BELOW: We uplift quality of life for all our clients and promote social justice to accelerate community-led change.

EARLY PSYCHOSIS SERVICES DIVISION

Intervening Early and Focusing on Recovery

Innovative, evidence-based programs to diagnose and treat early psychosis and bipolar disorder. We provide screening and treatment to adolescents and young adults so they can learn skills to manage symptoms, focus on recovery, and reach their full potential.

Early Psychosis Services Division

- (re)MIND® / BEAM Alameda
- (re)MIND® Marin
- (re)MIND® Monterey
- (re)MIND® / BEAM / BEAM UP® San Francisco
- (re)MIND® / BEAM / (re)MIND® Alumni San Mateo

TRAINING, RESEARCH AND EVALUATION (TRE)

Pioneering New Strategies for Staff Development in Social Work

Professional development and continuing education for providers in all roles are offered to agencies in California and the nation - evidence-based/evidence-informed, best practices.

- Behavioral Health Training Workshops
- Clinical Internship Training Program
- Uniquely Designed Training Academies



Community Engagement



1 Taiwanese Delegation



4 Light Up Green

1 Taiwanese Delegation:

Felton had the honor of hosting the Taiwan Delegation at the Sutter office in San Francisco where we showcased our senior services and commitment to wellness care for all ages.

2 'Site F 'A Notch Above':

Bay Area barber and owner of LUXGROOM, Notch Taplett, gave residents at Site F haircuts and grooming services, giving them a new look that boosted their confidence and self-esteem.

3 SFSP at Pride

San Francisco Suicide Prevention (SFSP) tables at San Francisco Pride each year providing community outreach. SFSP provides 24/7 emotional support on our confidential hotlines, educational trainings, and grief support for loss survivors.

4 Light Up Green

For Mental Health Awareness Month, we partnered with the Salesforce Building and Jim Campbell Studio to help raise awareness for mental health by lighting up the Salesforce Tower green.

5 Korean Delegation

Felton had the honor of hosting the Korean Delegation. Spotlighting our incredible senior services across the Bay Area, we took the delegation on a tour through Sagebrook Senior Living in San Francisco.

6 AQCRT Ribbon Cutting:

The City of Antioch held a ribbon cutting ceremony to welcome Felton's Angelo Quinto Community Response Team (AQCRT) to the community. AQCRT provides a 24/7 non-police response to low-level, non-life threatening, 911 calls.



2 Site F 'A Notch Above'



3 SFSP at Pride



5 Korean Delegation



6 AQCRT Ribbon Cutting

Making a Measurable Difference

Ten Years of Funding



Statement of Activities

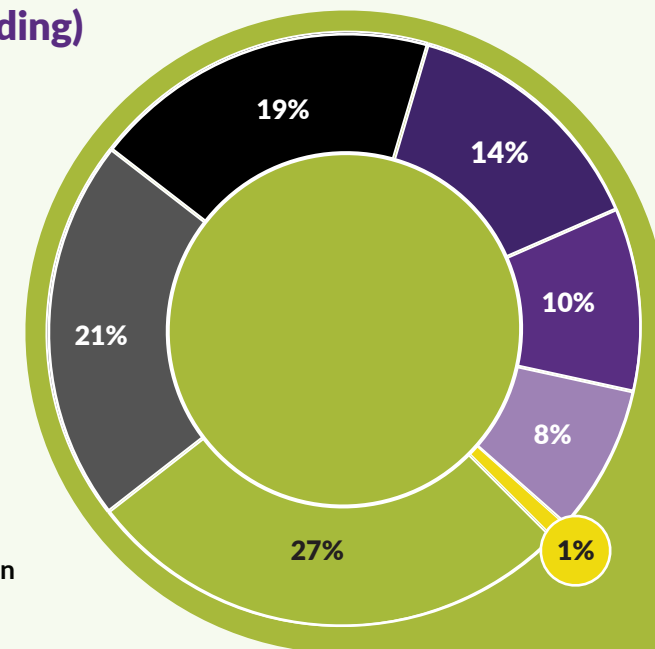
	2022	2023
Total Revenue & Support	\$41,536,149	\$62,121,342
Total Expenses	\$41,152,810	\$59,420,255
Change in Net Assets	\$383,339	\$2,701,087

Financial Statement

Year Ending June 2023

Functional Expenses (Spending)

- 27% Adult Services
- 21% Children, Youth, Family & TAY
- 19% Management & General
- 14% Senior Services
- 10% Justice Services
- 8% Early Psychosis
- 1% Training, Research & Evaluation



Statement of Financial Position

	2022	2023
Total Assets	\$17,837,214	\$31,140,767
Total Liabilites	\$10,855,719	\$21,458,185
Total Net Assets	\$6,981,495	\$9,682,582
Total Liabilites & Net Assets	\$17,837,214	\$31,140,767
	\$31,140,767	\$31,140,767

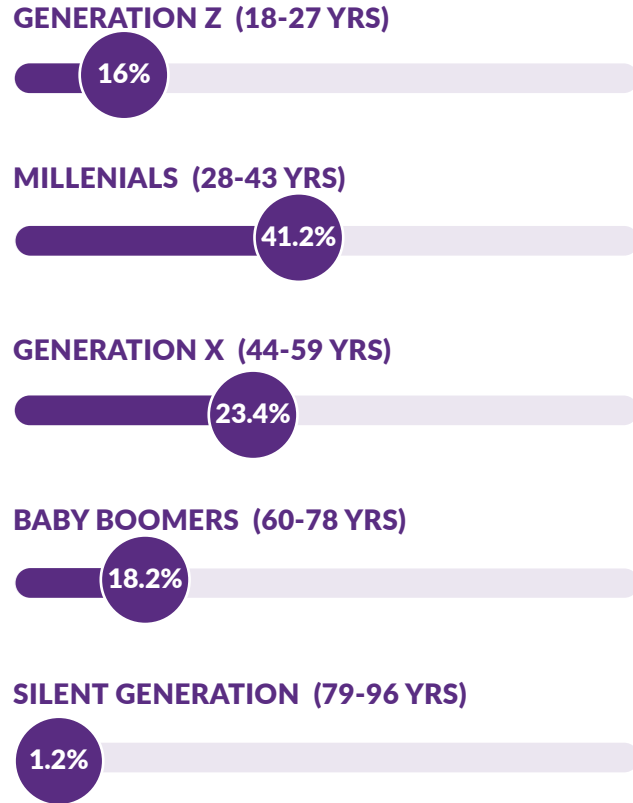
Felton and Our Value of Diversity

In 2023 Felton Institute's workforce consisted of **700** individuals, including:

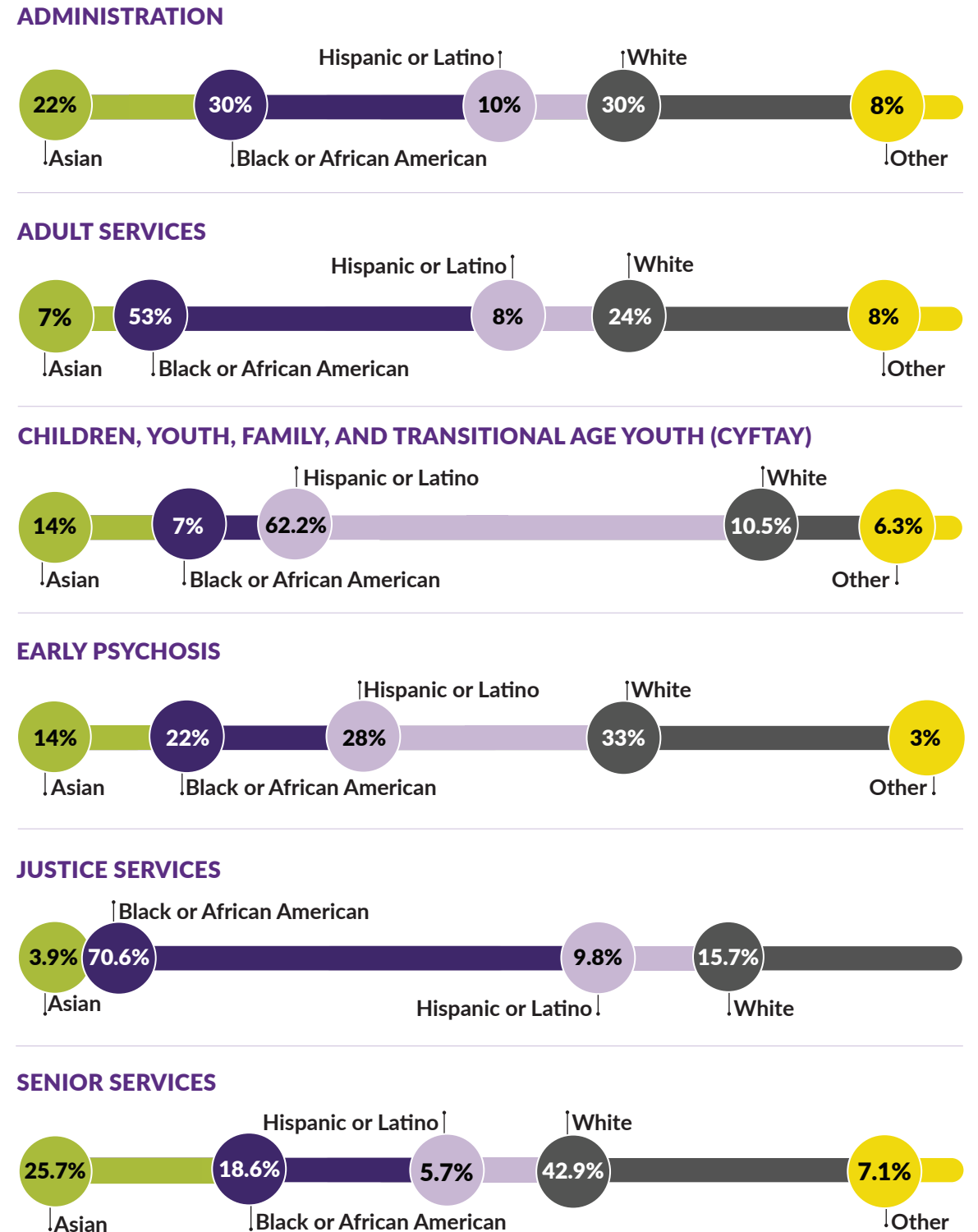
- 495** Employees
- 51** Older Adults in SCSEP
- 31** Contractors
- 123** Volunteers

- 14%** Asian
- 32%** Black or African American
- 25%** Hispanic or Latino
- 23%** White
- 6%** Other
Native Hawaiian/
Pacific Islander (NHPI)
American Indian and
Alaska Native
or Multiracial

Employees By Age Group



Employee Ethnicity By Division



Board of Directors

Officers



Dr. George Woods

Board Chair
Member since
Jan. 2022



Tamara Steele

Board Vice Chair
Member since
Oct. 2020



Kathy Neal

Board Secretary
Member since
Mar. 2021

Directors *Alphabetical by last name*



Susan Bobulsky

Member since
Jun. 2018



Dr. Oliver T. Brooks

Member since
Mar. 2022



Daniel Costello

Member since
Sept. 2021



Clifford Nalls

Member since
Apr. 2022



Peter Rojo

Member since
Jun. 2019



Deborah Wafer

Member since
Mar. 2022





Credits

Photo Credits

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