

Felton
institute

2024

ANNUAL REPORT

07/01/23 - 06/30/24



MESSAGE FROM THE PRESIDENT & CEO

Al Gilbert is President and CEO of Felton Institute, the San Francisco Bay Area's largest outpatient mental health provider, serving over 82,000 clients annually, across 10 counties: Alameda, Contra Costa, Marin, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, and Sonoma.

Assisting those we serve achieve healthier more resilient lives is the best measure of Felton's success in 2024. It was a year marked by geographic and programmatic expansions. These successes were achieved by fostering strong relationships with the individuals served, the communities where they live, and the important service partners in these areas. Our cumulative outcomes captured in this annual report, were only possible through the work of our outstanding staff and their excellent work both administratively and in the field. I look forward to Felton's future as we continue to build community one life at a time.

Al Gilbert,
President and CEO of Felton Institute



MESSAGE FROM FELTON'S BOARD CHAIR

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.

Felton encapsulates strength and innovation while empowering all we serve. With over 60 acclaimed programs that address insecure housing, mental health, criminal justice, child, adult, and senior needs, Felton's social services and programs enrich the lives of individuals and their families. Our success is measured in geographic and programmatic growth that has spread to 10 counties, serving clients with compassion and care. 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.

I am profoundly grateful for Felton's talented workforce and leadership. Their unyielding devotion creates safer and healthier communities. I am honored to serve as Board Chair of such a prestigious institution that puts clients at the forefront.

Dr. George Woods,
Felton Institute Board Chair

MILESTONES & ACCOMPLISHMENTS

Felton's success is measured in the countless lives transformed through our growing programs and services, delivered compassionately. Embracing a community-led approach, we understand the value of partnerships that inspire and lead to successful outcomes; from grassroots pioneers to government agencies putting individuals and families first, we are dedicated in joining our partners and communities in upholding the sustainability and dignity of all we serve.

This year was marked by rapid expansion of programs across ten counties. The breadth of our programs and services encompasses a multitude of support that includes programs making communities safer, providing a lifeline to those struggling with mental health issues, to providing a pathway for intergenerational educational success, and more. Felton leads with intention, instilling hope into the communities we serve.

Accredited Courses, Training, and Internship Opportunities

Education and training are foundational to the quality of services Felton provides. In addition to providing staff training in numerous behavioral health services,

Felton offers accreditation courses to members of the public seeking to further their capacity in the areas of peer service provision, with our Certified Peer curriculum and program. Partnering with government and other nonprofits, Felton provided workforce training and stipends that facilitated hands-on learning opportunities for older adults transitioning back into the workforce via our Senior Community Service Employment Program (SCSEP). Internally, four Felton employees were the second cohort to graduate from the Felton Leadership Development and Retention Program, having completed a three-year rotation in various Felton departments. We are proud to contribute to advancing the field and strengthening community through the educational quality-of-care demonstrations above.



San Francisco Suicide Prevention and Golden Gate Netting Ceremony

In January 2024, the Golden Gate Bridge Board of Directors installed safety netting under the iconic San Francisco bridge to save lives. Ever committed to suicide prevention, Felton Institute honors this historic step in preserving life by continuing our mission to support and empower individuals and their families impacted by suicide attempts and suicide loss. Eve Meyer, former executive director of San Francisco Suicide Prevention (which merged with Felton Institute in 2019), spent decades advocating for the safety net.



The safety netting "is a beautiful testament to the determination of the survivors, the collaboration across multiple organizations and the government doing great work for the people."

...

Eve Meyer
Former Executive Director of
San Francisco Suicide Prevention (SFSP)

SFSP and 988: Saving Lives Together

Felton's San Francisco Suicide Prevention (SFSP) program was honored to host the 988 Network Region 9 Convening. SFSP joined agencies from California, Arizona, and Nevada, with a unified mission of saving lives. SFSP's 24/7

suicide prevention hotline and mental health services help those in crisis. Each year, SFSP staff and volunteers answer 61,000 calls on their Suicide Prevention hotline, successfully de-escalating 91% of high-risk callers.



"We're super excited about the transition to 988. We have over 200 crisis centers now which SFSP is one of those 200 centers. It takes a community approach to make a national network of change."

...

James Wright
Division Director of Crisis Operations, SAMHSA



"It helps to start to break down barriers and get people to work together effectively, so we can serve people in crisis, now and in the future."

...

Nancy Hobbins
Senior Manager of 988 Suicide and Crisis Lifeline.

ECE REACH Celebrates Annual Graduation

Felton Institute's Early Care and Education, Realizing Employment and Creating Hope (ECE REACH) program, honored its first and second cohorts with a graduation ceremony that recognized and uplifted their success. *"You all are changing the narrative for yourselves, for your families, and for the communities that we're serving,"* said Felton COO Dr. Yohana Quiróz to the graduates. *"You're becoming the next generation of leaders in the ECE space and you're doing it with grit, grace, and determination."*

Photo Right Facing Page: The Senior Community Service Employment Program (SCSEP) provides job training for older adults reentering the workforce through roles in community service and government, leading to lasting employment opportunities.

Designed to empower first-generation, non-traditional college and immigrant apprentices through an Early Childhood Education (ECE) workforce development pipeline, this groundbreaking initiative provides comprehensive support services tailored to meet the unique needs of this workforce. In partnership with EDvance College, ECE REACH uplifts participants providing them with opportunities for career advancement.



"We have a commitment to supporting dual language learners in the classroom. Everything we do is in collaboration and alignment with Felton Institute and the ECE REACH program."

...

Dr. Lygia Stebbing
President and Founder of
EDvance College

Bayview's Life-Changing Impact on the Unhoused

Felton Institute's Bayview Drop-In Center (BDC) supports San Francisco's unhoused population by providing essential services that promote dignity, safety, and well-being. Bayview programs provide a safe and welcoming space where community members can access basic needs, empowering them to take steps toward stability and self-sufficiency. The Department of Homelessness and

Supportive Housing (HSH) hand-picked Felton Institute to take over some of their programming. The Drop-In Center provides access to showers, laundry, meals, and lockers. Between January 1, 2024 and December 31, 2024, all Bayview multipurpose Drop-In services combined, provided 116,964 independent services for clients to improve their quality of life. The center provided food security through their meal program by serving 14,161 more meals in the last year, compared to 2022. Felton Institute's Drop-In Center staff were presented with a recognition award for outstanding service by Supervisor Shamann Walton at a San Francisco Board of Supervisors meeting.



"I want to thank Felton Institute President and CEO Al Gilbert and everyone at Felton who works with these programs. Felton has come in and really strengthened some of our sites. They came in and worked at Pier 94, which was a shelter-in-place RV park that we had. They helped us transition people to other places. They also have helped with hotels, clients, and with the drop-in center in Bayview to ensure that people have a place to go."

...

Shireen McSpadden
HSH Executive Director



AQCRT Provides Community Engagement

AQCRT provides a 24/7 community response to low-level, non-life-threatening 911 calls. In collaboration with the City of Antioch, the Antioch Police Department, and local community-based organizations, such as the successful partnership with Contra Costa Family Justice Center, trained staff provide community members with mental health support, service linkage, and lifesaving skills. AQCRT celebrated its one-year anniversary with former Antioch Mayor Lamar Thorpe praising the program's success in providing a non-police response to community challenges that identify and provide real-time solutions.



"This has been a godsend because this has helped alleviate the police department for certain 911 calls. The fact that we can take 500 calls off the police's shoulders is a success to me."

...

Lamar Thorpe
Former Antioch Mayor



"I'm grateful for Curtis and Al showing up. It was showing up that led to this partnership."

...

Shannon Starzyk
East Center Director of the Contra Costa
Family Justice Center

Felton's Enduring Partnership with the San Francisco Department of Public Health

Felton's behavioral health programs provide a lifeline to those experiencing mental health issues, substance use challenges, and co-occurring disorders. Felton's partnership with the San Francisco Department of Public Health (SFPDH) provides imperative solutions to individuals and the community.



"Felton is a partner in the work that we're doing together across the city to address behavioral health services."

Felton's programs and partnership with SFPDH continues to grow as we introduce emerging programs that provide support for those experiencing opioid substance abuse disorders, and more."

...

Dr. Grant Colfax
SFPDH Director



Photo Left Facing Page: Shamann Walton presented Felton's Bayview Drop-In Center (BDC) staff with a recognition award for superlative service at the San Francisco Board of Supervisors meeting.

Photo Right: AQCRT offers a 24/7 non-police response to low-level, non-life-threatening 911 calls, providing support to individuals experiencing a mental health crisis

EXECUTIVE LEADERSHIP

July 1, 2023 - June 30, 2024/ 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. Quiróz, Ed.D.

Chief Operations Officer (COO)

SENIOR LEADERSHIP

Alphabetical by last name



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 MISSION

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

Photo: In partnership with families, the Early Care and Education (ECE) programs provide a community in which all children entrusted in our care are safe and receive personalized learning to thrive as lifelong learners.

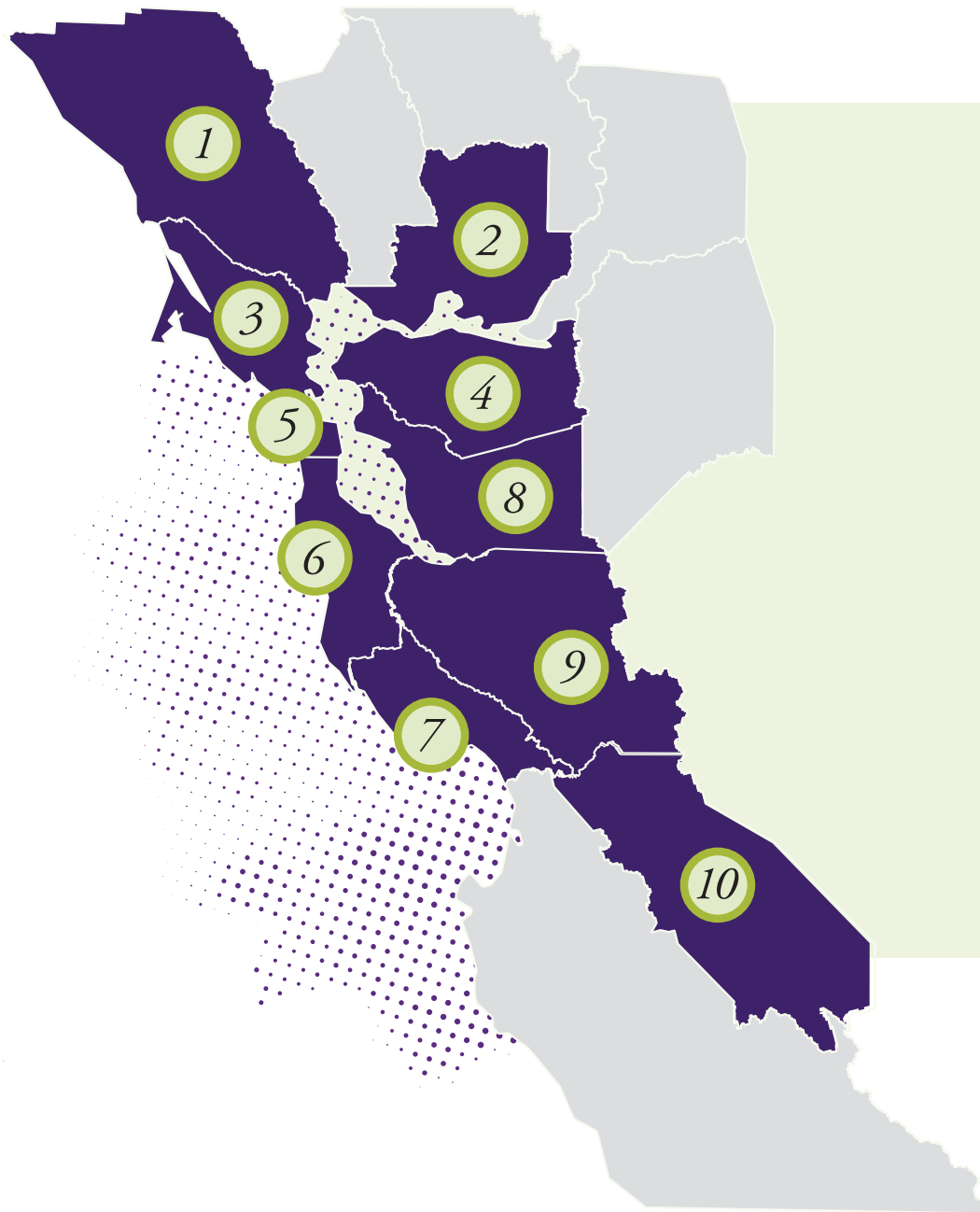
OUR VISION

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



Photo: The ECE REACH program celebrates its graduates. Designed to empower first-generation, non-traditional, and immigrant apprentices, the program builds a pathway into the Early Childhood Education workforce.

OUR SITE LOCATIONS



- 1 Sonoma County
- 2 Solano County
- 3 Marin County
- 4 Contra Costa County
- 5 The City and County of San Francisco
- 6 San Mateo County
- 7 Santa Cruz County
- 8 Alameda County
- 9 Santa Clara County
- 10 San Benito County

East Bay Headquarters



San Francisco Headquarters



PROGRAM SITE OFFICES

Responding to the belief that those in crisis must have access to social services, operations and offices are spread across 10 counties: Alameda, Contra Costa, Marin, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, and Sonoma.

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.

OUR TARGET POPULATIONS



Early Care and Education

1 2



Mental Health

1 2 3 4



Family Support

1 2 3 4



Aging Services

4



Training, Research,
and Evaluation

1 2 3 4



Justice Services

1 2 3

1 Children Youth and Family

2 Transitional Age Youth

3 Adults

4 Seniors

OUR LIFE TRANSFORMING PROGRAMS

Programs active between July 1, 2023 and June 30, 2024

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 and Education Programs (ECE)

- Child and Adult Care Food Program (CACFP), Ages: Birth – 5 Years
- ECE – Family Developmental Center (FDC), Ages: Birth – 5 Years
- ECE- Martin Luther King Center (MLK), Ages: 2 – 5 Years
- ECE- Sojourner Truth Center (STC), Ages: Birth – 3 Years
- ECE- Solmar Learning Center (SLC), Ages: Birth – 4 Years

Early Intervention and Inclusion Programs (EII)

Ages: Birth - 5 Years

- Early Intervention and Inclusion Programs, Ages: Birth – 3 Years
- Early Intervention and Care Coordination Programs, Ages: Birth – 5 Years
- Molera: Medically Fragile Infant, Toddler and Preschool Program, Ages: Birth – 5 Years
- Felton Early Autism Program (FEAP), Ages: Birth – 3 Years

Family Support Programs (FS)

- Felton's Family Resources Centers (FFRC), All ECE sites
- Healthy Families, Healthy Lives "Familias Sanas, Vidas Sanas" Wellness Program
- Teen Resources to Achieve Positive Practice (T-RAPP)
- Teenage Pregnancy and Parenting Program (TAPP)
- Young Family Resource Center (YFRC), Under 24 Years

Mental Health Programs (MH)

- Connect And Thrive (CAT)
- Full Circle Family Program (FCFP)

Workforce Development Program (WD)

- Early Care and Education - 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 delivers 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.

- Local Outreach to Suicide Survivors (LOSS)

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 – 988 Suicide and Crisis Lifeline
- 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 the San Francisco Unified School District (SFUSD)
- SFSP – Community Outreach and Education Program with San Francisco Community Partners
- SFSP – Peer Grief Support Group

Bayview Community Programs

- Bayview Drop-In Center (BDC)
- Harbor Haven Supportive Housing (HHSH)
- Harbor Haven Supportive Housing for Veterans (HSHSV)
- Mother Brown's Kitchen
- Pier 94 RV Village



Photo Top Facing Page: The Bayview Drop-In Center (BDC) offers unhoused clients showers, meals, laundry, and lockers, along with health screenings and vital services to improve quality of life.

Photo Middle Facing Page: Deaf Community Counseling Services (DCCS) empowers Deaf and Hard of Hearing clients through integrated mental health care delivered by ASL-fluent therapists and case managers.

Photo Bottom Page: Felton's Connect and Thrive (CAT) program partners with Kimochis to support children's social-emotional health using character-based stuffed animals to teach feelings, temperaments, and communication skills.

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 underserved 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)
- Felton Engagement Specialist Team (FEST)
- Felton Street Case Management Team (FSCM)
- Integrated Health and Resource Team (IHART)
- 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.

- Back 2 Work (B2W)
- BeneFITS 2 Work (BFITS)
- Case Management for Alameda County

- 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) and Behavioral Health (BH) (BH-ICM)
 - Geriatric Outpatient Services (GOS)
 - Geriatric Services West (GSW)
 - Older Adult Full-Service Partnership (FSP)
 - Older Adult Service Team (OAST)
- Senior Community Service Employment Program (SCSEP)
 - Senior Community Service Employment Program (SCSEP), Marin
 - Senior Community Service Employment Program (SCSEP), San Francisco
 - Senior Community Service Employment Program (SCSEP), San Mateo
 - Senior Community Service Employment Program (SCSEP), Visitation Valley
- Visitation Valley Seniors
 - Visitation Valley Senior Health and Wellness
 - 66 Raymond Community Services

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® / 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, providing evidenced based and evidence informed, best practices.

- Behavioral Health Training Workshops
- Clinical Internship Training Program
- Medi-Cal Peer Support Specialist Certification (PSSC) Training
- Uniquely Designed Training Academies



Photo Top Facing Page: Crossroads 2 Hope (C2H) based in Sonoma County offers 6-month housing, case management, and support for individuals with justice-involved and mental health backgrounds.

Photo Middle Facing Page: Young Adult Court (YAC) offers trauma-informed support and a path to record expungement for justice-involved individuals ages 18–25 through accountability and transformation.

Photo Bottom Page: The AmeriCorps Seniors Foster Grandparent Program (FGP), operated by Felton Institute, pairs older adults with children in schools and childcare settings to support literacy and development.

COMMUNITY ENGAGEMENT



SCSEP Debuts Billboard

Felton Institute's Senior Community Services Employment Program (SCSEP) debuted its first billboard in Palo Alto. SCSEP was awarded significant funding from the California Department of Aging for a major outreach campaign. (June 2024)



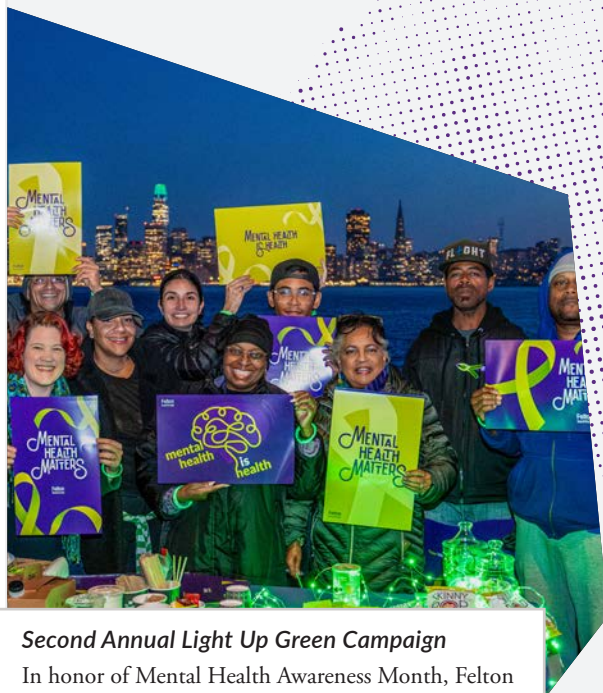
IHART Ribbon Cutting

Felton's Integrated Health and Resource Team (IHART) was honored with a ribbon-cutting ceremony presented by the city of Vallejo. IHART was joined by Vallejo City Mayor Robert McConnell and city officials. IHART provides on-call services to those experiencing a mental and behavioral health crisis. (April 2024)



Raven Sutton in Conversation with DCCS

Deaf Advocate and Influencer Raven Sutton, participated in an Instagram Live event with our Deaf Community Counseling Services (DCCS) program. The Netflix's 'The Circle' contestant spoke about her experiences growing up as a Deaf person and the importance of mental health awareness in Deaf communities.



Second Annual Light Up Green Campaign

In honor of Mental Health Awareness Month, Felton partnered again with the Salesforce Tower and Jim Campbell's Studio to illuminate San Francisco's prestigious tower in vibrant green, symbolizing our commitment to raising awareness and support for mental health. (June 2024)



C2H Open House

The Crossroads to Hope (C2H) team hosted a ribbon-cutting ceremony and open house at their new craftsman-style residence in Santa Rosa, welcoming community members and local leaders. (October 2023)

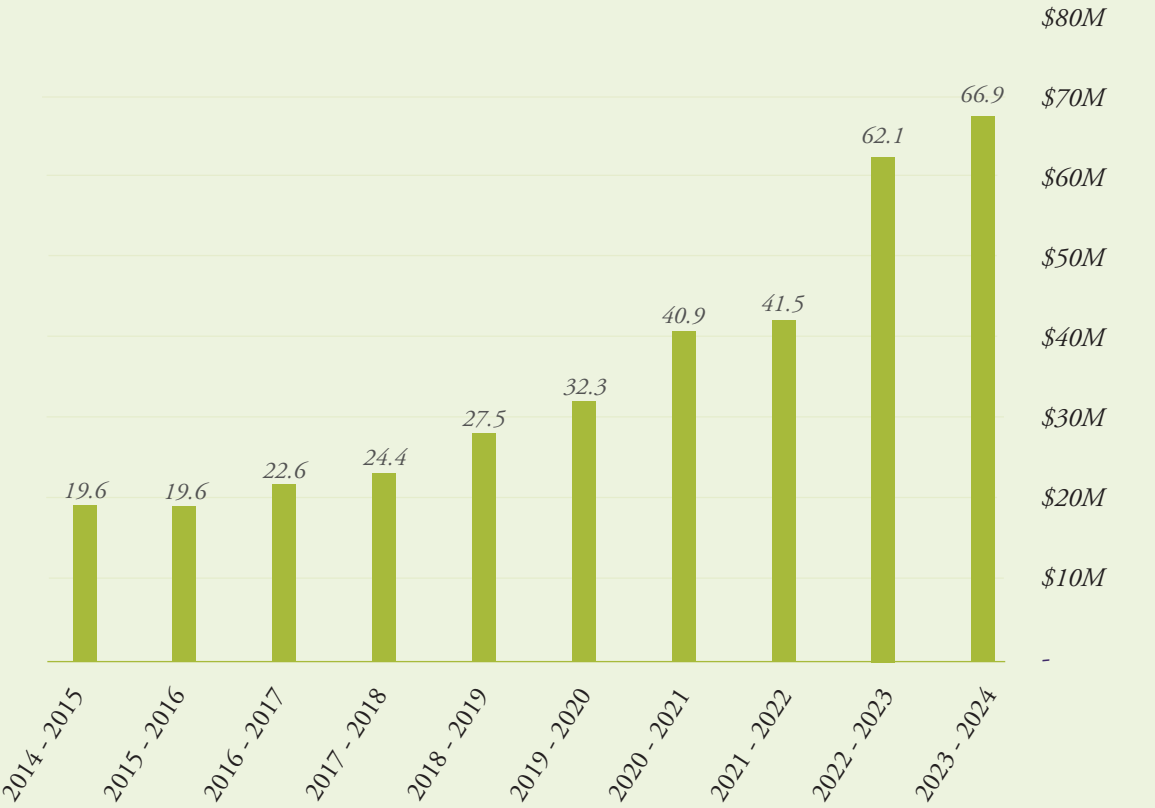


Justice Programs Honored at the Second Chance Award

Alameda County Probation's Community Re-Entry and Outreach Team celebrated Second Chance Month. SMI and M2M programs were presented with the 'Work of Heart' award. (May 2024)

MAKING A MEASURABLE DIFFERENCE

Ten Years of Funding



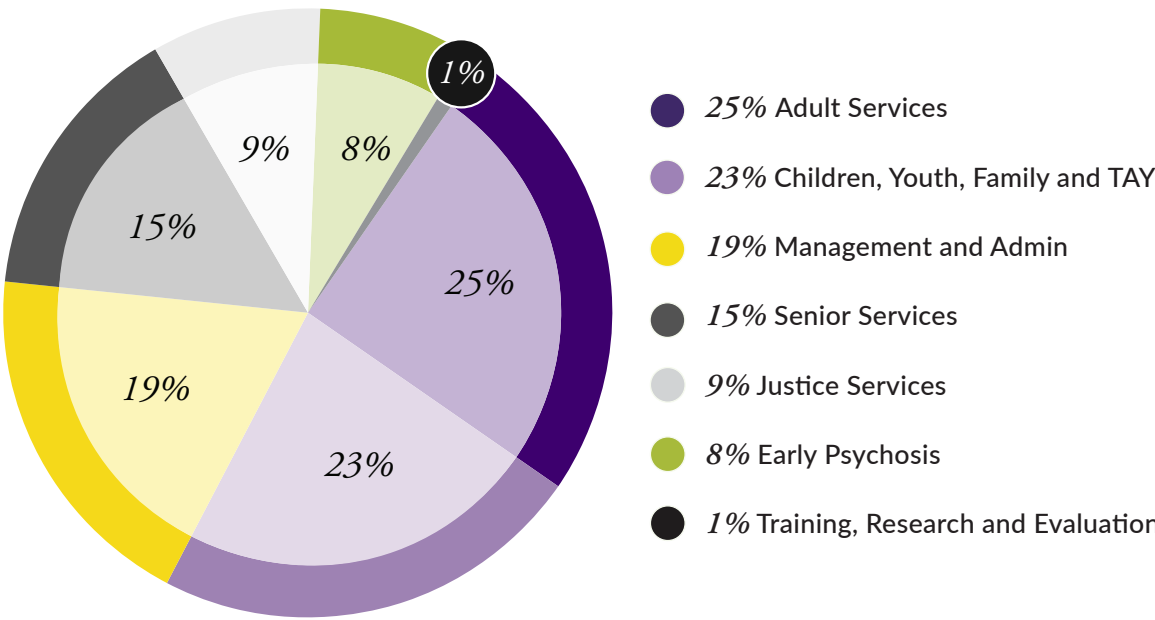
Statment of Activities

	2023	2024
TOTAL REVENUE AND SUPPORT	\$62,121,342	\$66,918,021
TOTAL EXPENSES	\$59,420,255	\$66,320,174
CHANGE IN NET ASSETS	\$2,701,087	\$597,847

FINANCIAL STATEMENT

YEAR ENDING JUNE 2024

Functional Expenses (Spending) by Division



Statment of Financial Position

	2023	2024
TOTAL ASSETS	\$31,140,767	\$35,460,902
TOTAL LIABILITES	\$21,458,185	\$25,180,473
TOTAL NET ASSETS	\$9,682,582	\$10,280,429
TOTAL LIABILITIES AND NET ASSETS	\$31,140,767	\$35,460,902

FELTON & OUR VALUE OF DIVERSITY

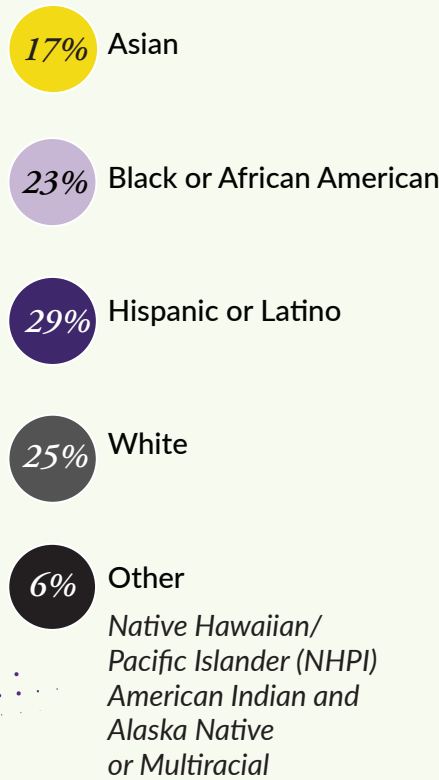
In 2024, Felton Institute’s workforce consisted of 745 individuals, including:

508 Employees

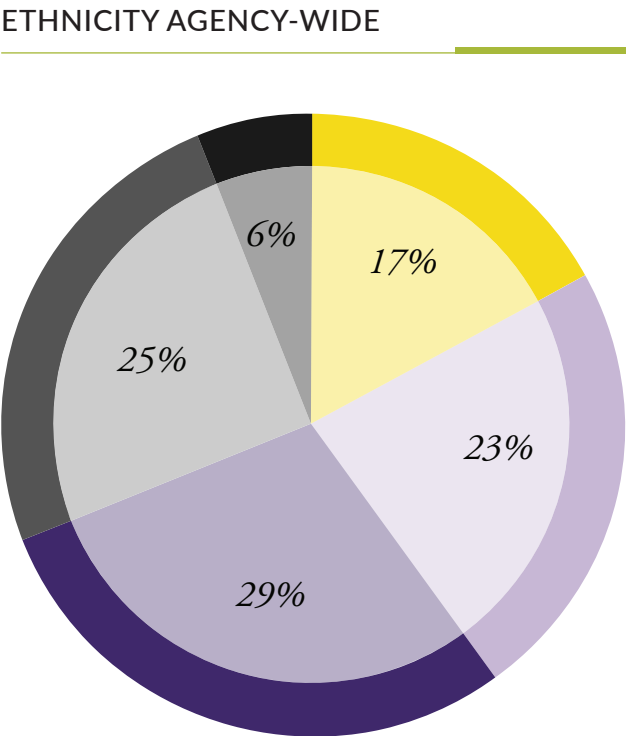
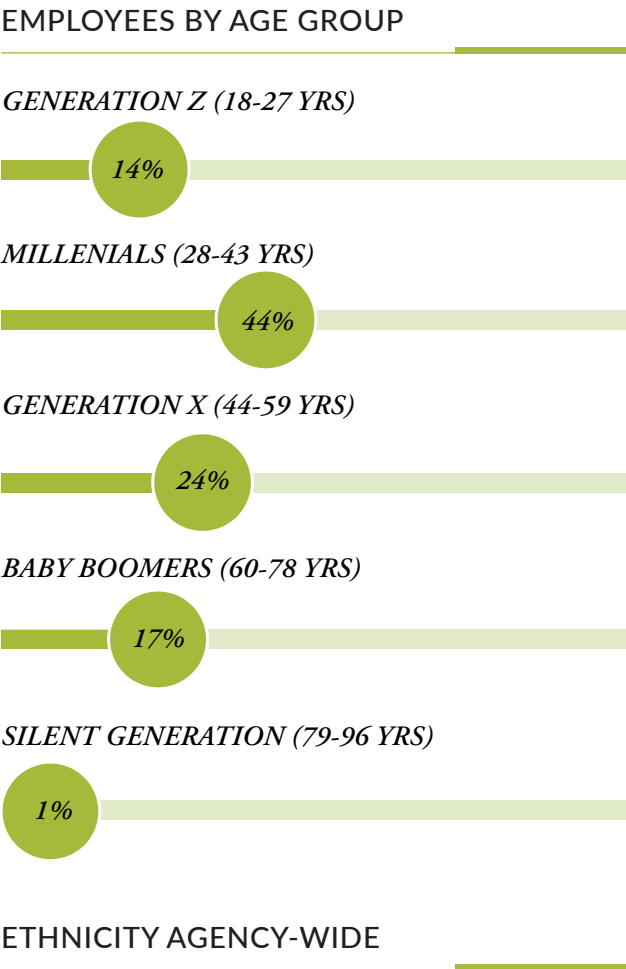
102 Older Adults in SCSEP

27 Contractors

108 Volunteers

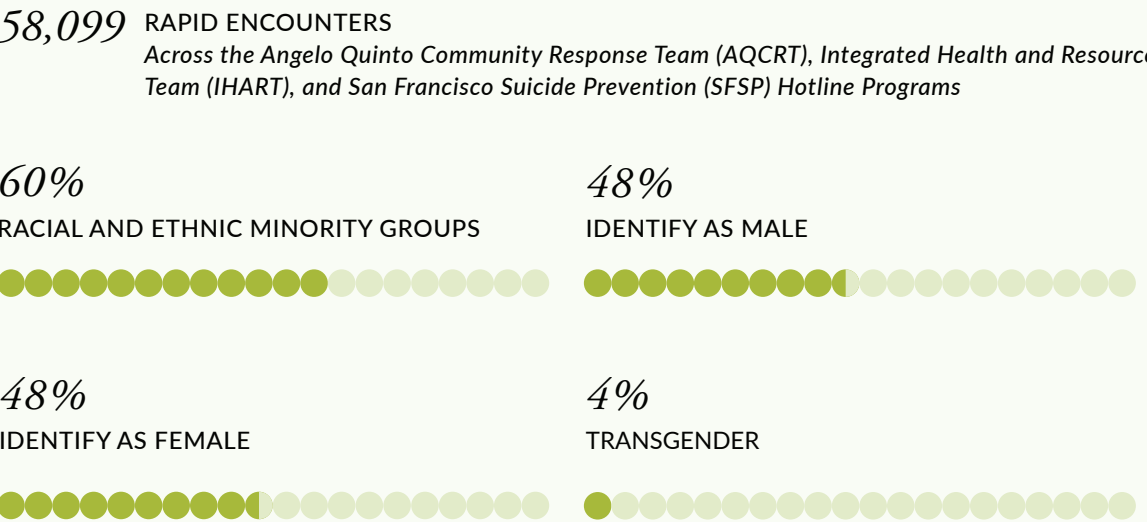
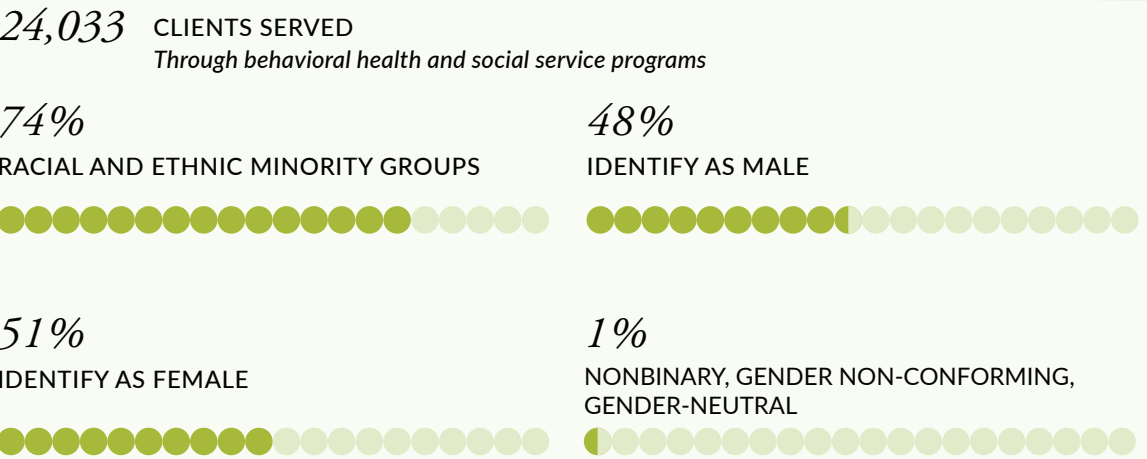


Diversity report as of June 30, 2024



WHO WE SERVE

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 that collected and reported client demographic data through surveys and intake records.

BOARD OF DIRECTORS

July 1, 2023 - June 30, 2024

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



Clifford Nalls
Member since Apr. 2022



Dr. Oliver T. Brooks
Member since Mar. 2022



Peter Rojo
Member since Jun. 2019



Daniel Costello
Member since Sept. 2021



Dr. Sarah Vinson
Member since Sept. 2023



Elihu Harris
Member since Jan. 2024



Deborah Wafer
Member since Mar. 2022

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Report Production

This report was produced by the Felton Institute communications department

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