

ANNUAL REPORT  
2017

AMANEER  
COMMUNITY  
COUNSELING  
SERVICE



*making new beginnings every day*

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## OUR MISSION

is to deliver compassionate innovative mental health services that empower individuals and families to overcome barriers and significant life challenges to achieve more fulfilling, resilient and self-sufficient lives.



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**2017**

# AT A GLANCE

*making new beginnings every day*

**Amanecer** Community Counseling Service

1

## **Trauma-Focused Therapy**

Following a rigorous, year-long, agency-wide training and accreditation process, Amanecer is certified as a Trauma-Informed Community (TIC) by the Trauma-Informed Care National Learning Community. The certification includes additional clinical staff training in Evidence-Based Practices.

2

## **Increased Funding**

- \$1.6 million expansion awarded for Children's Intensive Services Recovery, Resilience and Reintegration Program (RRR).
- SPA6 Wraparound Services contract expansions double program budget.
- Full Service Partnership (FSP) nearly \$1 million contract awarded for adult services.

3

## **Outcome Measures**

Evidence-Based Practices utilized in multiple agency programs provide significantly increased functionality to track and measure specific client outcomes, especially regarding an EBP's effectiveness in reducing symptoms attributed to trauma. Using the Managing & Adapting Practices (MAP) system allows clinicians to monitor individual client progress and provides our quality assurance department with aggregate client outcome data.

4

## **Integrated Care**

In collaboration with our colleagues at multiple Los Angeles County mental health organizations, Amanecer helps establish the Behavioral Health Alliance, an association of mental health services providers that is actively seeking information, guidance, and best practices on value-based, Integrated Care models that have been successfully implemented in other states.

5

## **Technology Improves & Expands Services**

- Comprehensive transition to Electronic Health Records allows field-based staff to securely and quickly access client information.
- Tele-psychiatric services to begin, as a result of a pilot program funded through a foundation grant.
- Clinical software acquired to increase speed, accuracy and availability of outcome data and reports.

6

## **Marketing**

Dedicated marketing and outreach staff is deepening relationships with current referral partners, building collaborations with new and non-traditional partners, increasing the agency's visibility within the social services, business and philanthropic communities, and establishing long-term partnerships with foundations and major donors.

# Amanecer PROGRAMS

## CHILDREN'S SERVICES

We help more than

**1,000**

children each year.

Amanecer provides highly effective, personalized mental health care for children, teens and families. Striving to make therapy convenient and accessible for the primarily Latino population we serve, our psychiatrists, therapists and case managers are fluent in Spanish and culturally competent. Staff members meet with our clients in their homes, and at schools, medical clinics and community centers, customizing treatment plans for each child's unique needs.

Trauma, in many cases, is the common thread impacting families. Some children have been abused and neglected, while others have stood by and helplessly witnessed the abuse of a parent or caregiver. Homelessness, violence and substance abuse also traumatize young minds and can tear families apart. Our trauma-focused therapies are specifically designed to address the multiple issues that challenge children and families who have suffered from significant traumatic life events.

*“Because of Amanecer...*

*...I will no longer allow anyone to manipulate me. I love myself!”*



*Linda, age 35, Amanecer client*

## ADULT SERVICES

We help more than

**800**

adults each year.

Amanecer's reputation within the Latino community has drawn many adults who are struggling with depression, anxiety, and other behavioral health issues, and who are also challenged by homelessness, poverty, substance abuse, and domestic violence. Our programs are designed to provide culturally appropriate and accessible care for adults, including chronically mentally ill or disabled adults and homebound seniors. By delivering mental health services at board and care facilities, senior centers, and other locations that are familiar to vulnerable adults, we help ensure access to care that may not otherwise occur.

# BECAUSE OF AMANECER

...in our clients' own words



• making new beginnings every day • making new beginnings every day • making new beginnings every day •

• making new beginnings every day • making new beginnings every day • making new beginnings every day •

I can walk outside my house and not fear dying.

*Hugo, age 17*

I now know how to talk to my teachers without being embarrassed.

*Emily, age 11*

I was able to talk about my anger and it is less.

*Jason, age 10*

I'm now able to live more at peace.

*Louise, age 59*

I know my mother still loves me even though she is not with me.

*Sophie, age 6*

I feel better and have learned how to not be sad.

*Jack, age 9*

I have less depression. I isolate less and I now have friends.

*Rosa, age 63*

I was able to talk to my mom, when I was sad about my dad leaving us.

*Karina, age 7*

I feel better about myself and can look at people directly.

*Maria, age 42*

I am less afraid of boys and their friends, after I was assaulted by a gang.

*Linda, age 14*

I was able to help my three-year-old daughter when she had violent temper tantrums.

*Sandra, age 25*

# Latino Mental Health

For more than 40 years, Amanecer has demonstrated an ability to quickly adapt to emerging issues impacting the Latino community. The increased need for trauma-focused therapies and treatment is no exception. Unfortunately, the Latino population often experiences disparities in access to care and in the quality of treatment they receive. This inequality places many individuals and families at a higher risk for more severe and persistent forms of behavioral health issues. Our clinical staff is trained in cutting edge trauma-informed practices and can provide care in locations that are safe and familiar for Latino clients. Our cultural competency breaks barriers to access in a way that respects Latino tradition and heritage; while opening doors to hope and a better life.

## Our Clients

Most of Amanecer's clients are besieged by poverty and challenged by immigration issues, language barriers, domestic and community violence, substance abuse, and lack of education and employment opportunities. They live in the Pico-Union, South Central, Eagle Rock, Hollywood, Highland Park and Boyle Heights neighborhoods of Central Los Angeles. Many are working poor, monolingual Spanish-speaking and, frequently, are new immigrants. Amanecer provides care for children and families, teens, transition-age and foster youth, adults and seniors.

## Our Challenges

### **Language barriers make talking to a therapist difficult.**

*Our bilingual/bicultural staff help ensure that monolingual clients receive appropriate care, support, and access to resources.*

### **Lack of insurance.**

*Through funding from various government agencies and foundations, our services are provided free of charge, in most cases, or at a nominal fee.*

### **Fear of deportation can prevent people from seeking help.**

*We never ask our clients about their citizenship status and go to great lengths to protect their privacy.*

### **Reluctance to talk about personal life challenges or problems at home.**

*Amanecer enjoys an excellent reputation within the Latino community. Many of our clients are referrals from friends, family members, and neighbors.*

# A TRAUMA-INFORMED COMMUNITY

Working with the National Council for Behavioral Health, Amanecer spent a year creating a trauma-informed care environment, which resulted in the following achievements:

- Created a safe environment in which people can heal and learn
- Built community partnerships that support those we serve
- Implemented trauma-informed best practices suited to the organizational environment
- Increased community awareness of trauma impact and trauma-informed care
- Addressed secondary traumatic stress/compassion fatigue among our staff

*Shifting the focus  
from  
“What’s wrong  
with you?”  
to  
“What happened  
to you?”*

*Nearly everyone served by a mental health agency has experienced trauma.*

*Almost 60 percent of adults in the US experience an adverse life event (trauma) at least once in their lives.*

# A message from our Executive Director



Timothy J. Ryder, Executive Director  
2005 to present

Friends and supporters,

We are very pleased to share with you our many successes during the past year. Contract expansions and foundation grants have meant that we can bring exceptional mental health services to more individuals and families living in Central and South Los Angeles. Investments in training and technology help ensure that we deliver the highest quality of care every time we engage with a client. Culturally competent therapists and case managers make critical services accessible to the most vulnerable among us.

At Amanecer, our successes are defined by the impact they have on our clients. We are constantly seeking opportunities to expand our reach, build our capacity, and increase our ability to make meaningful changes in the lives of the children, adults and families we serve.

The resilience of our clients, even as they struggle to overcome tremendous adversity, is awe-inspiring. We are honored to be a beacon of hope for our community.

## WORKING TOGETHER

*for our clients and a better Los Angeles*

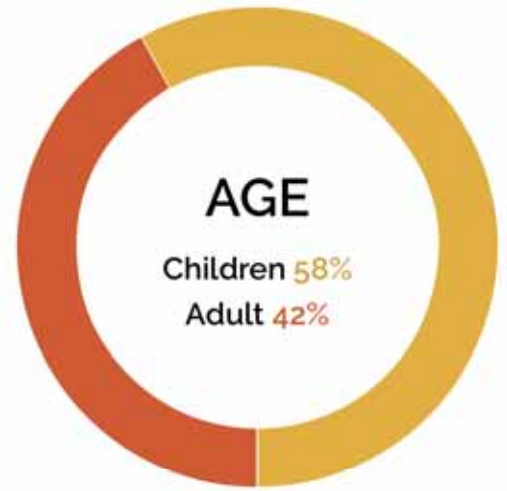
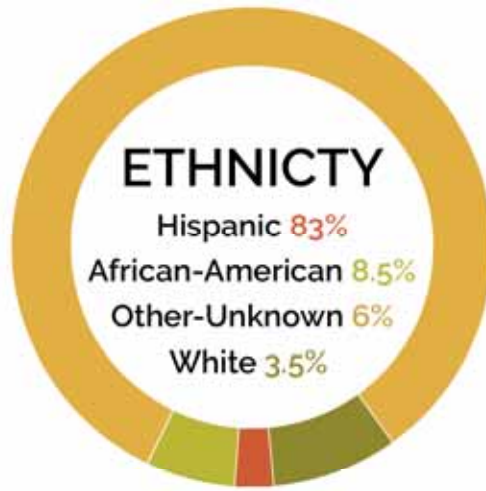
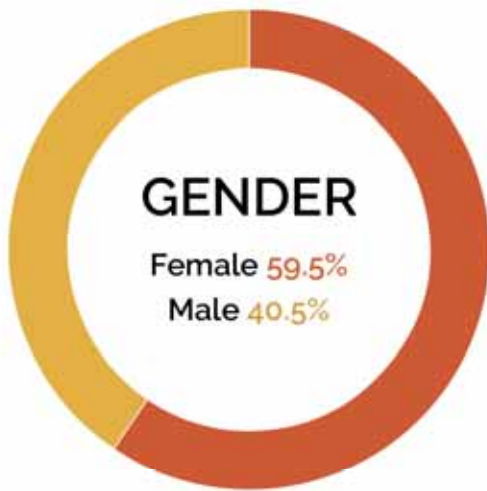
Amanecer works collaboratively with multiple nonprofit organizations, social service providers, community clinics, legal aid services, senior care facilities, homeless and domestic violence shelters, veterans' services, schools and dozens of other community partners. We do so to ensure that our clients not only receive the mental health care that they need and deserve, but to also address the life domain issues that are critical to their survival, including access to safe housing, child care, medical treatment, legal advocacy, job training and employment resources.





# DEMOGRAPHICS

2016-2017



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*AMANECER SERVED* **1,895 clients**  
and their families in 2016-2017

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# FINANCIAL HIGHLIGHTS

2016-2017



Government Contracts	\$10,738,641
Program Services & Other	\$139,909
Grants and Donations	\$272,290
<b>TOTAL</b>	<b>\$11,150,840</b>

Children's Services	\$6,897,315
Adult Services	\$2,421,449
Administration	\$1,519,545
Fundraising	\$142,462
<b>TOTAL</b>	<b>\$10,980,771</b>



# Our Donors

*We are grateful to the many individuals, families, businesses and foundations whose support helps ensure that Amanecer remains a Beacon of Hope for our community.*

## **\$300,000+**

QueensCare  
Weingart Foundation

## **\$200,000+**

The Ahmanson Foundation  
Cedars Sinai  
The Eisner Foundation

## **\$100,000+**

California Community Foundation  
Kaiser Permanente  
Lucille Ellis Simon Foundation  
The Ralph M. Parsons Foundation  
S. Mark Taper Foundation

## **\$50,000+**

Dignity Health  
Kaiser Foundation  
Robert Ellis Simon Foundation

## **\$25,000+**

Chapman & Associates  
Verizon Foundation  
Wells Fargo Foundation

## **\$10,000+**

Change a Life Foundation  
The H. Leslie Hoffman and  
Elaine S. Hoffman Foundation  
Karsh Family Foundation  
Frederick Leeds  
Jeff Lloyd  
J&A Associates, Inc.  
Pedro Marti  
Tim and Thelma Ryder  
Sidney Stern Memorial Trust

## **\$5,000+**

James Frost  
Barbara Hinchcliffe  
EastWest Bank  
Julie Porter  
Jane St. John  
The Raile Family

## **Individual Donors \$1000+**

Alice Cardenas  
Allstate Foundation  
California Latino Legislative  
Cecil and Pat Hoffman  
Craig Simmons & James Buss  
Dale Reid & Dan Salcido  
David Shopet  
Deborah L. Collins  
Dierdre Kennedy  
Eric Lynxwiler  
Frantzel Robins  
Gary J. Matus  
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Herbert Rosenkrantz  
Isaac Cuevas  
John & Ann Perkins  
John & Deborah Ganoe  
Jose Baldrich  
Jose Marquez  
Julieanne Porter  
Kaye & Alan Ewalt  
Kim Appleby & Jeff Robinson  
Knights of Columbus  
Dr. Lawrence & Mrs. Suzanne  
Schwartz  
Lillian Weiner  
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Mark Rosenthal  
Marla & Jason Finkelstein  
Phillip Carter

Philip McKinley  
Rich Falcone  
The Richard Dunn Family Foundation  
Richard Franklin  
Roy & Barbara March  
Shawn Beckett  
Team CFO  
The Sheri and Les Biller Foundation  
Todd Nelson  
W. Hays Waldrop

## **Individual Donors \$500+**

Alary E. Piibe, Esq.  
Andy Rosillo & Gloria Pugliese-Rosillo  
C.F. Hetherington  
Colleen Evans  
Dana Coates  
David Galvez & Cynthia Galvez  
Harry & Carrie Hidding  
Jane Kaczmarek  
Lcda. Magda E. Haidar  
Lisette Baldrich  
Michelle Pinedo  
Mildred Simmons  
Nancy & John Kuhl  
Phebie Shahata  
Reiko Deba  
Teddie Valenzuela & Patti Azevedo

*Listed donations are cumulative.*



## Amanecer Community Counseling Service

### Board of Directors and Senior Team

## Board of Directors

### PRESIDENT

Isaac Cuevas, *Insight MKTG*

### VICE PRESIDENT

Maria Lopez, *Candela Taco Bar and Lounge*

### SECRETARY

Margaret Maraschino, *Munger, Tolles & Olson*

### TREASURER

Alice Cardenas, *Alice Cardenas Consulting Company, LLC*

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Sandra Barsoum-Babakhanian

Jesus M. Gonzalez, *Universal Musica*

Andy Rosillo, *Indie Printing*

David Galvez, *Citizens Business Bank*

Oscar Novelo, *Boston Private*

Alary E. Piibe, *Hill & Piibe*

Timothy J. Ryder,  
*Amanecer Community Counseling Service*

## Senior Team

Timothy J. Ryder, *Executive Director*

Teddie Valenzuela, *Chief Program Officer*

Edgar Carapetian, *Chief Financial Officer*

Julisa Lendo, *Director of Adult Services*

Alejandro Lucas, *Director of Children's Services*

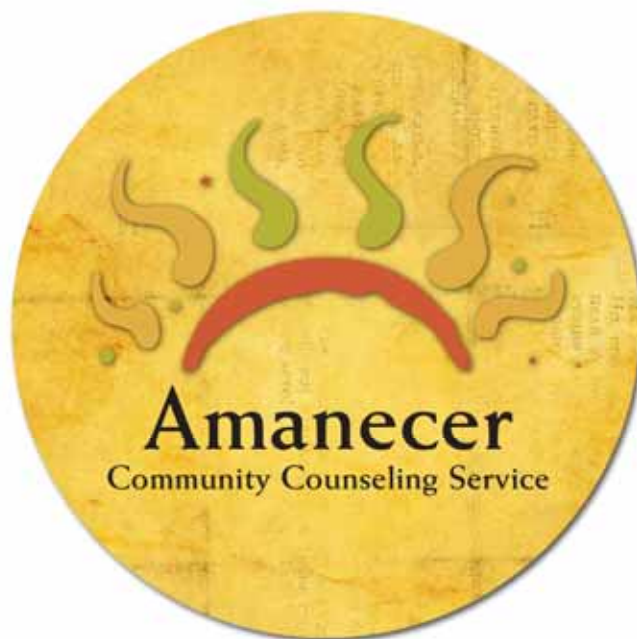
Kanisha McReynolds, *Director of Quality Assurance*

Penny Raile, *Director of Development*

Dawn Wallace, *Director of Human Resources*

**“This institution began with a simple belief that the life restoring and life enhancing benefits of individual and family counseling should be available to all who need this help.”**

**Dr. Cecil Hoffman, *Founder***



**AmanecerLA.org**

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