



Annual Program Review: Pasadena Mental Health Center

March 2011



PMHC

Partnerships:

- Flintridge Foundation Apprenticeship Program
- Pasadena Police Department Youth Accountability Program
- Pasadena/Altadena Reintegration Advisory Team
- El Monte Family Preservation Program
- Grace Center VOC services and internship

PMHC Services:

- Adult Individual Therapy
- Couples Therapy
- Family Therapy
- Child/ Youth Therapy
- Youth Accountability Program (YAP)
- United to Nurture Individuals (UNI)
- Apprenticeship Preparation Program (APP)
- Parenting Groups (in Spanish & English)

Report submitted by
Five Acres Research
Department

Program Description

Pasadena Mental Health Center (PMHC) was founded in 1965 by community members interested in the provision of mental health services to individuals with limited access. Services include counseling, parenting groups, children's groups, the Youth Accountability Program (YAP; formerly known as First Offender Program), the United to Nurture Individuals Program (UNI), and case management for the Apprenticeship Preparation Program (APP).

PMHC has varied sources of revenue to support programming. The largest of these include City of Pasadena Appropriation, Pasadena Child Health Collaborative, Flintridge Center, First Offender/Youth Accountability Program, DCFS AB 1733 and Family Preservation, and client fees.

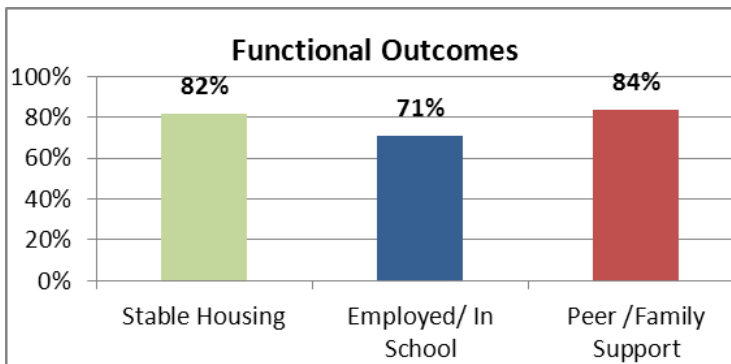
PMHC became an affiliate of Five Acres on January 1, 2007. This report gives an overview of PMHC services, clients served, and outcomes during the period of January 1 to December 31, 2010. The intent is to provide information that will facilitate ongoing program development.

Key PMHC Program Outcomes in 2010

PMHC Continued to Serve More Clients.

More than 1,000 Clients were Served for the Second Year in a Row.

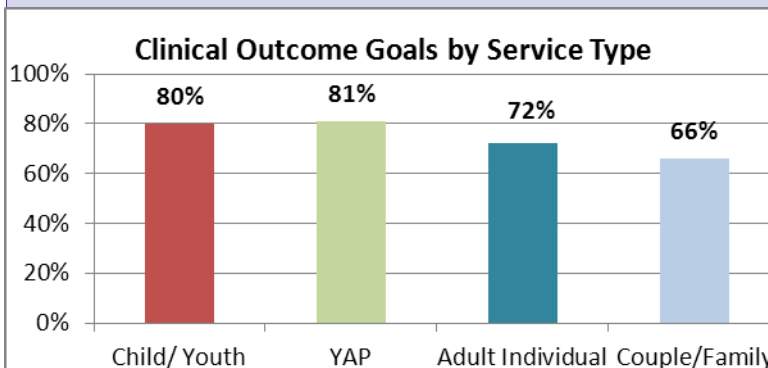
PMHC Clients Made Gains on their Functional Outcomes.



At the time of case closing:

- 82% of clients had stable housing.
- 71% of clients were employed or in school.
- 84% had adequate peer/family support.

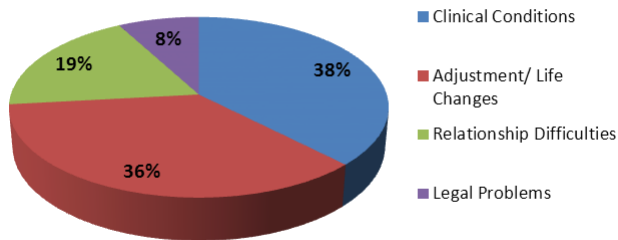
Youth had High Rates of Clinical Goal Improvement.



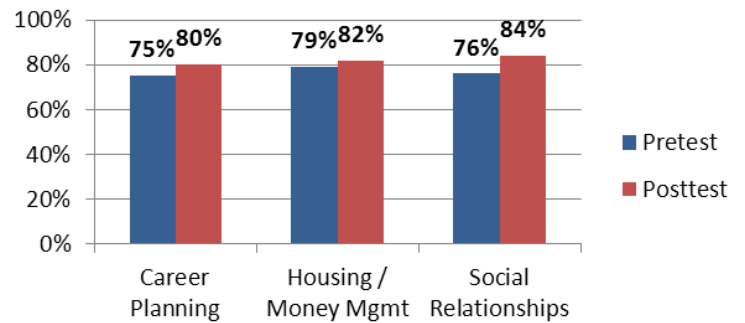
At the time of case closing:

- 80% of Youth and 81% of YAP clients made gains toward clinical goals.
- 72% of Adult clients made clinical gains.
- 66% of Couples & Families made some improvement toward clinical goals.

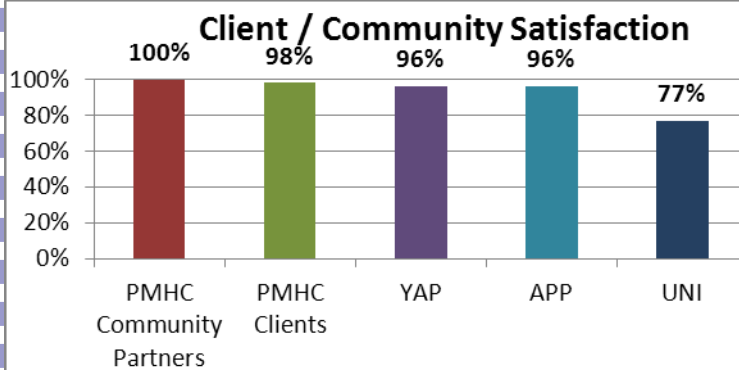
Most Common Reasons for Engaging in Therapy at PMHC.



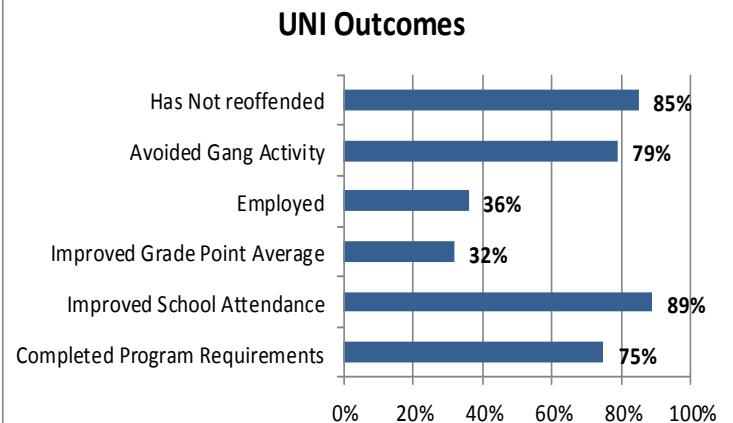
For 2010, APP Clients Life Skills Improved Across Domains.



PMHC Clients & Partners Reported High Satisfaction with Services.



UNI Youth Achieved Most Program Goals.



"[Therapy has helped] my daughter control her anger."
PMHC Parent Comment

"[Therapy] makes me feel better, I look forward to each session... I feel better about my life and relationship." Client Comment

Summary of Program Goals for 2010

Program Goal/ Outcomes	Result
Agency Strategic Goal Category: Families Increase quality of programming by increasing client voice in our programs.	There was an increase in client satisfaction surveys this year. 52 PMHC client satisfaction surveys were returned, compared to 19 last year.
Agency Strategic Goal Category: Work Environment Improve the physical appearance/warmth of the Center.	Building and grounds issues were added to the Board Agenda to be addressed regularly. The physical appearance projects have begun.
Agency Strategic Goal Category: Financial Viability Maintain financial stability by maintaining current contractors and seeking new potential program strengthening contracts or enterprise opportunities.	Currently PMHC has partnerships with 5 programs (see front page for a complete list). PMHC attended community events or met with community organizations 13 times this year.
Agency Strategic Goal Category: Ensure that our programs/ services meet a certain level of quality.	67% of intakes were assigned to a therapist or PMHC staff. At closing 73%, improved on their treatment goals.

See Program Review Data Tables for more detailed information on annual program goals & program outcomes.