FROM THE PRESIDENT AND CEO

As we reflect on what we accomplished in 2023 — and prepare to celebrate our 100th anniversary in 2024! — we feel immense gratitude for the many ways in which our larger community, our donors, and our staff continue to demonstrate extraordinary compassion, generosity, and an unwavering commitment to removing barriers.

MHALA served nearly double the number of people last year as we did before the pandemic, helping over 19,000 individuals, including Veterans and transition-age youth.

Recognizing that mental health is intertwined with every aspect of our lives, influencing every action and decision, and significantly affecting our ability to flourish and thrive, we continue to think and work outside the box. This approach enables us to address a wide range of needs — including housing assistance, employment training, financial literacy, wellness and resilience initiatives, and access to physical healthcare — that extend well beyond traditional mental health support.

And the results of our efforts have been astonishing! At a time when mental health, homelessness, and unemployment issues in California seem impossible to solve, our services are making a significant impact.

In 2023, we helped 2,258 people who were previously unhoused procure permanent housing, reduced Veteran homelessness by 20% in Long Beach, and saw more than 85% of the people trained through our employment program successfully secure jobs in a wide range of industries!

It takes time and it takes resources, but it’s working. Thank you to all who are investing in our efforts to move mental health forward.

CHRISTINA MILLER, PHD
SERVING TWICE AS MANY

OVER
19,000
members were served

MHALA SERVED NEARLY TWICE THE NUMBER OF PEOPLE AS WE DID PRIOR TO THE PANDEMIC

2,258
previously homeless members obtained housing

Meals and food were provided to
18,600
members

Street medicine services were provided to
2,790

766
Veterans served

16,416
members received street-based outreach services

MORE THAN 72% OF THOSE WE SERVED WERE BLACK, INDIGENOUS, OR PEOPLE OF COLOR (BIPOC).

575
members employed
RARE IN LEADERSHIP DIVERSITY

Diversity, equity, and justice are key to a healthy society and the foundation on which our members, staff, and communities grow and thrive.

Our diverse staff and board reflect the population we serve. About 77% of MHALA’s staff are Black, Indigenous, and People of Color (BIPOC) and 70% of agency leaders (managers and above) are BIPOC. Our current board of directors is 50% BIPOC.

MHALA staff have a breadth of lived experiences, including homelessness, poverty, or mental or physical health challenges.

Our staff and leadership diversity has a profoundly positive impact on the people that we serve. The broad experiences and cultural backgrounds of our staff help them in understanding and responding to our members.

It also feeds the core culture of our organization, which celebrates differences and values work-life balance and staff well-being.

The past several years, we’ve even been recognized by the Los Angeles Business Journal for our diversity, equity, and inclusion efforts.
SUSTAINABILITY: INCREASE IN AND DIVERSIFICATION OF FUNDING SOURCES

At the start of fiscal year 2024-2025, our budget is over $54 million, more than twice what it was 10 years ago.

It’s been a goal of ours to diversify our funding sources, both public and private. Today, our funding comes from a multitude of funders.

This diversity of funding allows us to operate with increased flexibility and further expand needed services to the greater Los Angeles community.

PURCHASED NEW HEADQUARTERS

MHALA purchased and moved into our new administrative headquarters in Long Beach, with significant cost savings to the organization.
CULTURE AND CLIMATE

MHALA is committed to ensuring representative leadership and decision-making at all levels of the agency and maintaining an organizational culture that values a healthy work-life balance, transparency, and fairness. Last year, we prioritized raising salaries, increasing benefits whenever possible, and making substantial investments in our staff’s personal and professional development. These efforts enable our dedicated workforce – who consistently go above and beyond to deliver exceptional care to our members – to remain in the nonprofit sector and still meet their financial goals.

MHALA works to ensure that its employees are just as cared for as its members. Communication, collaboration, transparency, and a healthy work-life balance are core components of the agency culture. Employees are encouraged to engage in self-care and can enjoy a 35-hour workweek.

MHALA fosters diversity at all levels of the organization. The agency promotes a team-oriented culture that offers opportunities for growth. We are proud to offer a competitive salary and full benefits package, including an employee assistance program, and generous paid time off.

LOW STAFF TURNOVER, LOW VACANCY RATES

MHALA enjoys one of the lowest staff turnover rates among nonprofits of comparable size (15% less than the national industry rate). Vacancy rates among our Department of Mental Health (DMH) staff are also lower than the average, according to the Association of Community Human Service Agencies (ACHSA) in Los Angeles County.

### Average Vacancy Rates for DMH Staff

<table>
<thead>
<tr>
<th></th>
<th>Jan 2022</th>
<th>Sept 2022</th>
<th>Oct 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACHSA</td>
<td>26%</td>
<td>24%</td>
<td>16%</td>
</tr>
<tr>
<td>MHALA</td>
<td>11%</td>
<td>6%</td>
<td>8%</td>
</tr>
</tbody>
</table>

### Average Turnover Rates: Direct Service Positions

<table>
<thead>
<tr>
<th></th>
<th>Q4 FY 20-21</th>
<th>Q1 FY 21-22</th>
<th>Q4 FY 21-22</th>
<th>Q1 FY 22-23</th>
<th>Q4 FY 22-23</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACHSA</td>
<td>15.52%</td>
<td>14.42%</td>
<td>13.07%</td>
<td>10.17%</td>
<td>10.56%</td>
</tr>
<tr>
<td>MHALA</td>
<td>7.9%</td>
<td>7%</td>
<td>11.1%</td>
<td>7.1%</td>
<td>8.8%</td>
</tr>
</tbody>
</table>
VETERANS PROGRAM GROWS, PROVIDES COMPREHENSIVE WRAPAROUND SERVICES

MHALA’s Veterans Program provides comprehensive wraparound services that meet the individualized needs of each person we serve, including employment linkage services, connection to Veterans Affairs (VA) disability compensation benefits, assistance with VA healthcare navigation, and guidance as Veterans apply for GI Bill educational benefits.

“We’re meeting Veterans where they’re at and setting them up for success,” said Christian Douglass, MHALA’s director of Veterans services, South County. “We help them through a holistic, person-centered approach that treats them like the nuanced, multi-dimensional people they are, and not just a number on a spreadsheet.”

As a result of the impactful work being done, our Veterans Program in Long Beach helped reduce homelessness in the city by 20%.

Our flagship Veterans programs assemble a multi-disciplinary team for each person who enters our program that can help them get stabilized while waiting to receive housing. These teams include a housing and benefits case manager, employment specialist, and healthcare navigator who help each Veteran create structure and learn skills that can help empower themselves and be successful in sustaining housing in the long term.

This approach to providing services allowed MHALA to secure funding that expands our reach even further. Our Veterans programs were awarded two additional grants that provide rental assistance, tenant and landlord move-in incentives, and housing navigation support to reduce barriers to finding suitable housing.
TRANSITION-AGE YOUTH PROGRAMS ENGAGE MORE YOUTH IN LOCAL COMMUNITY

MHALA’s Transition-Age Youth (TAY) programs significantly expanded to provide services beyond acute mental health. Our TAY programs have adapted to new technologies that allow for enhanced services to the individuals we treat, leading to increased rates of engagement in therapy.

“Technology helped us get connected to individuals who are more comfortable with phone calls and virtual meetings versus coming into the office or meeting them in the field,” said Joana Pavo-Domingo, LMFT, senior director of TAY, North County. “Through technology, we were able to reach more youth and have enrolled more youth than ever before.”

We have also done more outreach and education to the local community through a variety of initiatives, including more education on the impact trauma has had on college-aged and LGBTQI unhoused individuals.

TAY South County also expanded its therapeutic services via adventure therapy, interns who provide therapy and case management, as well as substance abuse staff who can support individuals struggling with both an addiction and mental health conditions.
RESPONDING TO CRISES IN LA COUNTY

ANTELOPE VALLEY OPENED NEW EMERGENCY SHELTER DURING STORM

MHALA opened an emergency shelter in Antelope Valley for unhoused community members who were impacted by Tropical Storm Hilary.

The shelter provided housing and food, with accommodations for 180 people and their pets.

Members served at the shelter were placed into interim housing.

In the days leading up to the storm, our outreach teams provided shelter and emergency supplies, including tents, tarps, ponchos, food cards, and solar phone chargers.

HARM-REDUCTION OUTREACH SAVES LIVES

MHALA’s Harm-Reduction Program in Long Beach saved many lives in 2023. The team distributed 2,417 units of NARCAN and reported 82 overdose reversals in fiscal year 2022-23.

Our team educates people on what an overdose looks like, how NARCAN works, and its safe administration. Boxes of the nasal spray, with instructions, are distributed in neon rescue bags that are easy to locate when needed.

“If we distribute NARCAN and show people how to use it, they can administer it to each other and save lives,” said Laurie Ramey, MHALA’s senior director of outreach and street medicine.
WELLNESS CENTER HEALTHLINK PROGRAM REDUCES ER VISITS

As part of our Wellness Center, MHALA has had a clinical social worker and personal service coordinator co-located at St. Mary Medical Center in Long Beach to address the psychosocial challenges of unhoused community members with mental health needs who frequently use the emergency room as their primary source of healthcare.

By providing immediate connections to a vast array of wraparound services — including food, shelter, access to medical and mental health professionals, and case management — before patients leave the hospital, our program participants have reduced their emergency room visits by 80%.

EMPLOYMENT PROGRAM HELPS MEMBERS WORK TOWARD SELF-SUFFICIENCY

More than 85% of individuals who go through MHALA’s Employment Program secure and retain jobs in various industries, including clerical, hospitality, government, banking, environmental services, and information technology.

Our Employment Program gives people the skills needed to find and maintain employment. Skills we help our members develop include soft skills such as planning, organization, communication, and hygiene. This allows them to work toward self-sufficiency while providing a critical service to their community.
THE VILLAGE COOKIE SHOPPE NAMED SOCIAL ENTERPRISE OF THE YEAR

MHALA’s social enterprise, The Village Cookie Shoppe, was named social enterprise of the year by the Los Angeles Business Journal. Our employees are MHALA members, on their journey to mental health recovery. As they prepare our award-winning cookies and brownies — made from scratch with only the best ingredients — they learn valuable job skills, develop work tolerance, and join their community’s workforce. They’re changing the world one cookie at a time!
ADDRESSING THE SHORTAGE OF MENTAL HEALTH PROFESSIONALS

MHALA & CEDARS-SINAI WELLNESS & BEHAVIORAL HEALTH SPECIALIST CERTIFICATE PROGRAM LAUNCHED

This new certificate program provides education and training for those who want to work as a behavioral health specialist in the mental health or healthcare field.

The program provides training on an integrated model of wellness incorporating mental and physical health models of client care.

The program was created as a way to address the shortage of behavioral health and wellness staff. The first cohort successfully graduated in 2023 and enrollment is open for the next round.

UPLIFTING COMMUNITIES

PROJECT RESILIENCE PROVIDES VALUABLE SKILLS

Project Resilience was launched to assist our larger communities in developing key resilience skills. These skills help people cope with past and future traumas and stressors, and improve their overall wellness.

As the program began, we identified high school and college students and healthcare workers as key populations to serve.

Last year, we provided resilience skills interventions to more than 550 high school and college students and 207 healthcare workers from 28 different health institutions.

Outcome data showed large increases in participants’ wellness following the training.
UNDER THE TOQUE GALA RETURNED

After a three-year pause, MHALA’s Under the Toque gala returned and was a huge success!

We were delighted to honor Patti LaPlace, MHALA board member and executive director of the Osher Lifelong Learning Institute at California State University, Long Beach, for her more than 30 years of dedication to mental health advocacy.

We were also thrilled to recognize our members, Diana and Rennie, whose triumphant journeys brought everyone to their feet in a standing ovation.

Eight chefs from throughout Los Angeles County prepared delicious meals for each table, each with its own menu and cuisine. Our silent and live auctions brought lively bidding that helped raise needed funds.
CELEBRATING THE ACCOMPLISHMENTS OF THOSE WE SERVE

At events held throughout the year, MHALA celebrated the successes of the individuals we serve.

During our annual gala, we honored the accomplishments of Diana, who stabilized her mental health, gained employment, and secured her own apartment with the support of MHALA. Diana previously shared her story of overcoming mental illness and homelessness on “This is Life with Lisa Ling.”

Our annual Golden Bell Awards ceremony recognized our Antelope Valley members, applauding their achievements in areas from family to housing to employment.
LOCATIONS

MHALA serves individuals at locations throughout Los Angeles County.

MHALA Locations and Service Centers
1. Headquarters
2. Integrated Service Center
3. PCH Center
4. Wellness Center
5. TAY Academy
6. Veterans Services
7. Lancaster Service Center
8. Palmdale Service Center

Housing With MHALA Supportive Services
9. Elm
10. Beacon Pointe
11. Crossroads
12. The Courtyards in Long Beach
13. The Courtyards in Long Beach
14. The Courtyards in Long Beach
15. The Courtyards in Long Beach
16. Beacon Place
17. Vistas del Puerto
18. Century Villages at Cabrillo
19. Atlantic Avenue Apartments
20. Merit Hall
21. Arbor Fields
22. Arbor Court
23. Courson Arts Colony West
24. Courson Arts Colony East
25. Essex Tower
26. Juniper Grove
27. Wellspring

Upcoming Locations With MHALA Supportive Services
28. Bryson II
ABOUT US

Mental Health America of Los Angeles (MHALA) has been a pioneer in mental health service, advocacy, innovation, and training for a century.

MHALA is among the largest and most comprehensive nonprofit mental health agencies in Los Angeles County, supporting over 19,000 low-income and no-income individuals annually with integrated services.

MHALA achieves impact in the areas of mental and physical healthcare, homelessness and housing, supported employment, and wellness and financial services, with special programs for Veterans and transition-age youth.

MHALA also provides training programs for individuals joining the behavioral health workforce and for the larger community around mental health issues.