



2023–2024 COMMUNITY IMPACT REPORT



MEETING THE NEEDS OF OUR COMMUNITY

5,887

Total Clients and
Family Members
Served

4,658

San Luis Obispo
County

1,229

Northern Santa
Barbara County



2,370

Family Members
Supported



1,163

Clients Received
Homeless Services



371

Clients Housed
by TMHA



445

Clients Received
Paid Employment



925

Clients Visited
TMHA's Five
Wellness Centers



10,443

Hotline Calls
and Texts



2,142

High School Students
Received TMHA's
Mental Health
Education

Outreach & Education



Kudos to the partnership of TMHA's Sandy Rives and Mira Green, who brought new energy to our Lived Experience Advocacy Development (LEAD) program in Northern Santa Barbara, providing suicide prevention trainings and Mental Health First Aid classes to local agencies and nonprofit partners.

In San Luis Obispo County, Kendra Belch and Shannon McDermott presented TMHA's *Mental Health 101* curriculum to over 2,000 students. They also reimagined our annual *Journey of Hope*, turning it into an outdoor festival that celebrated mental wellness for young adults. Over 500 people attended, and the afternoon was highlighted by a remarkable speech from Molly Gurrola, a senior student at a local high school.



The hardest thing I have ever done is continuing to live when I wanted so badly not to.

However, this is the best thing I have ever done for myself. Because I reached out for help, and I accepted that help, I am doing better than ever before. Don't get me wrong, I have fallen down many, many times since then, but what's important is that every time I have fallen down, I have picked myself back up again. I am not "cured" or even fully

TMHA's Outreach & Education teams reached

24,772 Community Members

an extraordinary leap of



56%

over the previous fiscal year



Shannon and Kendra with keynote speaker, Livi Redden

healed from my illness, but I am in the process of healing and am doing a whole lot better than I was even a year ago. I still struggle with my thoughts all the time, but I know I want to live. Because of the years of learning and training my brain and my thought processes, I am able to stand here today and hopefully inspire others to do the same. I want to be a reminder that as unbelievable as it may sound, it does get better. Or maybe "it" doesn't get better, but you absolutely can.

- MOLLY GURROLA



Housing & Homeless Services










18.5% more clients **were housed by TMHA** this year over last year.

19.5% more individuals **received TMHA Homeless Services** this year over last year

Housing NOW, SLO County's first program based on the Housing First model, celebrated **10 years** of operation.

In that time, **246** chronically homeless individuals and family members have received permanent supportive housing. Clients have consistently shown a **75-80% reduction** in arrests, jail days, and emergency room visits.

TMHA HOUSING ON THE CENTRAL COAST

	<i>Paso Robles</i>	10
	<i>Morro Bay</i>	9
	<i>San Luis Obispo</i>	149
	<i>Atascadero</i>	62
	<i>Arroyo Grande</i>	14
	<i>Pismo Beach</i>	12
	<i>Santa Maria</i>	6
	<i>Grover Beach</i>	3
	<i>Los Osos</i>	3

THE TRIBUNE

NEWS SPORTS OPINION RESTAURANTS WEATHER THE CAMBRIAN GAMES OBITUARIES FINANCE CLASSIFIEDS

REALITY CHECK

Historic SLO home was set to house 8 adults suffering from mental illness. What happened?

BY JOHN LYNCH
MAY 09, 2024 10:12 AM | 



Transitions-Mental Health Association wanted to turn a historic Victorian home in San Luis Obispo into an eight-unit supportive housing project called Palm Street Studios. But delays and rising construction costs have sidelined the project, seen here on May 6, 2024. JOHN LYNCH
jlynch@thetribunenews.com

A Pivot on Housing Strategy

After 2½ years of planning, grant writing, and fundraising, TMHA was disappointed to let go of the Palm Street Studios housing plan. What began as a \$2.1 million project to create 8 units of supportive housing, spiraled out of control with the rising costs of materials and construction. “Despite great support from the City and County of SLO, we could not close the funding gap,” admitted Executive Director, Jill Bolster-White. TMHA is currently selling the property and looking to add ADUs to agency-owned housing.

The real estate market demands a lean, nimble strategy. **We wonder if you might be part of that solution.** Do you have a home or property you could donate to TMHA as part of your estate plan? As an agency, we have an exceptional track record developing properties into supportive housing that truly feel like homes to our clients.

To discuss, please call our Community Engagement Team at (805) 540-6513, or email mkaplan@t-mha.org.

Employment Services

Anyone who has gone through a period of unemployment understands the frustration that comes with the inability to support oneself. For adults living with a mental illness, employment is important for daily structure and routine, a sense of self, meaningful goals, opportunities for friendships, and social support.

TMHA's Supported Employment Program has a stellar record working with our clients to uncover the career they want, and the job opportunities to match. In fiscal year 2023-24, **more than 110 client employees** were placed with businesses in the greater communities of San Luis Obispo and Northern Santa Barbara Counties.



"I was an intern for 6 months, and then got a position with the Behavioral Health Education & Engagement Team. I'm thrilled to be here."

– Kathleen, Behavioral Health Navigator at TMHA



"There was a lot of paperwork, but Megan at TMHA made everything real easy. I've been here 6 months, the people are great."

– Jimmy, Stocker at Smart & Final

TMHA salutes some of our long-time community partners who have regularly provided employment opportunities to our clients:

- Smart & Final
- San Luis Coastal Unified School District
- Ross Dress For Less, San Luis Obispo
- Gatherings Thrift Shop, Atascadero
- Rantech
- Life Options, Vocational and Resource Center (LOVARC)
- California State Parks
- Ernie Ball
- Goodwill
- Boys & Girls Club
- Guild Hall
- People's Self-Help Housing
- Thousand Hills Pet Resort
- Cal Poly Partners
- Vons
- Cuesta College
- Lucia Mar Unified School District
- In Home Supportive Services



"I love this job. I used to do a lot of dancing as a kid, so you learn to watch and pick up what the movements are."

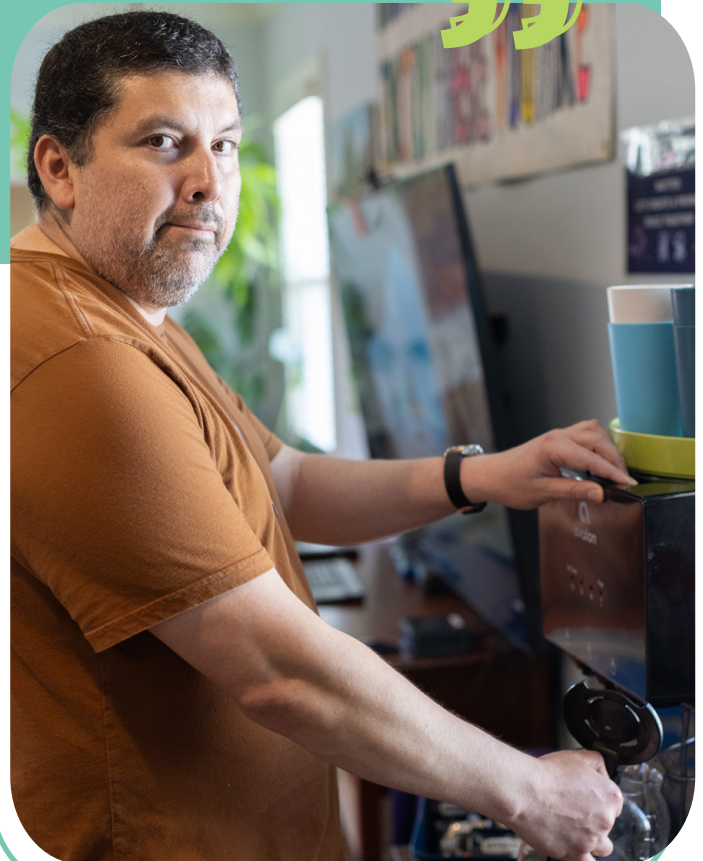
– Michael, Chef at Piadina

Community Programs



The Hope House has been such a significant influence. I've struggled with mental illness and social isolation for much of my life. For a long time I felt like I was outside of society and not part of it. Coming to Hope House, I became part of a small community of people learning to improve their own mental wellness. I believe that positive consistent socializing is just as critical to mental illness recovery as medication, therapy, and stable housing. After being a member of the Hope House community for a while, I realized I had become part of society after all. As I've grown more well, I've become much more able to contribute back to the community that has helped me so much. Recently I have taken a volunteer position at Hope House. In my Hope House Ambassador position, I am determined to keep growing and to inspire and help others to achieve growth, recovery, and happiness just as I have.

- ALBERT



TMHA's 5 Wellness Centers were among the programs hardest hit by COVID. Last fiscal year, however, **more than 900 members** participated in a wide variety of programs and groups, as a sense of community took deeper root.

At Hope House in San Luis Obispo, Assistant Center Supervisor, Cate Armstrong, began to see an emerging need. "We had a lot of turnover in our staff for a while," Armstrong said, "and I witnessed our members having to grieve people leaving. It struck me that, as much as they feel supported by TMHA staff, I think the whole purpose of this place is to connect the people and have them be the uniting force of the Wellness Centers. So I was hoping to reintroduce the Ambassador Program as a way to help cope with changes, and have members become more involved."

The Ambassador Program provides Wellness Center members with an opportunity to take on greater responsibility, welcoming new arrivals and adding to the rich culture at each center. Albert, who lives nearby in TMHA housing, was excited to become the first Ambassador since the pandemic. Albert can be spotted on the Hope House porch each week, serving coffee and welcoming new arrivals before groups get underway.



Thanks to more than \$350,000 in grant funding from the Children and Youth Behavioral Health Initiative (CYBHI), TMHA's Family Services provided free Positive Parenting Program

classes in English and Spanish to **over 1,300 family members** on the Central Coast.

Clinical Programs

Many of TMHA's clinical programs use a Full-Service Partnership model—a team approach where numerous staff members have regular contact with clients that live with persistent mental illness. This approach emphasizes a collaborative, comprehensive, and recovery-oriented framework. Our teams include therapists, peer rehab specialists, nurses, psych techs, team leads, and several other roles.

This year, our Clinical Divisions experienced significant growth. Santa Barbara County Behavioral Wellness requested that TMHA assume the operation and design of the Lompoc Full Service Partnership. Christina Harney, our Clinical Director in Santa Barbara County, has put together an exceptional team to handle a caseload of 110 clients.



Meanwhile, SLO County Behavioral Health awarded TMHA funding to replicate the Adult Transitional Program (ATP). Launched in 1985, ATP provides a therapeutic residential community in a trauma-informed environment. Staff and 12 clients live together, creating a home for healing. In recent years, the waiting list has rapidly increased, creating a challenging backlog. Fortunately, ATP 2 has just opened its doors, and provides another 10 beds with the same model.

A new video, *The Magic of ATP*, can be seen on TMHA's YouTube channel.



www.youtube.com/user/TMHAvideo



Brent
Graduated ATP
March 2023

When someone moves in here, the tangibles are it's relieving pressure off the homeless sector, the emergency care sector, crisis management sector, social services, legal services, jail... but there's intangibles that can't be quantified. And that is a sense of accomplishment. When you work your way through this program, you get a sense of dignity. You can't pluck that from a tree, you can't buy that in a store. You have to earn that. And that's what this program's done for me, and I've seen it do it for other people. That's the magic of ATP.

- BRENT



Julie Baker
Program Manager
Joined ATP 2019



149

FULL-TIME
STAFF

51

PART-TIME
STAFF

68

TRANSITIONAL
STAFF*

20

RELIEF
STAFF

926

TMHA
VOLUNTEERS

*Client Staff working for our agency via TMHA Employment Programs

Revenue

\$20,953,058

Revenue from Social Enterprises

2.3%

Other

4.1%

Grants, Fundraising & Donations

7.6%

Client Rents

8.9%

Contracts

77.1%

Expenses

\$20,120,724

Program Expenses

18.8%

Rent & Utilities

12.1%

Administration

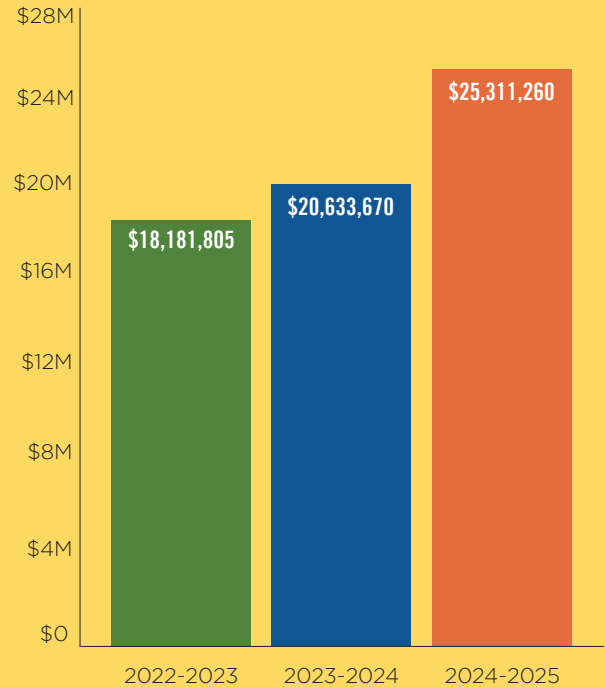
12.3%

Salaries & Benefits

56.8%

Agency Growth

Annual Budget



21

PROPERTIES
OWNED

97

PROPERTIES
LEASED

HOW YOU CAN HELP...

Volunteer! You can find opportunities to help at our fundraising events and such TMHA programs as Growing Grounds Enterprises and our five Wellness Centers. Contact Clara Cobb at (805) 540-6564 or email ccobb@t-mha.org.

Donate! Private contributions give TMHA the ability to purchase housing and expand our programming in unique ways. Consider the possibilities of choosing a particular program to support with a legacy gift. For more information on Planned Giving, please contact Michael Kaplan at (805) 540-6513 or email mkaplan@t-mha.org.



TMHA receives funding from Proposition 63, California's Mental Health Services Act (MHSA) through collaborations with the San Luis Obispo County Behavioral Health Department and the Santa Barbara County Department of Behavioral Wellness.

