



**TMHA**  
Transitions-Mental  
Health Association

# 2021–2022

## COMMUNITY IMPACT REPORT



# Meeting the Growing Needs of Our Community



**5,522**

Total Clients Served



**4.5%**  
from last  
year



**2,068**

Families  
Supported



**434**

Clients Receiving  
Paid Employment

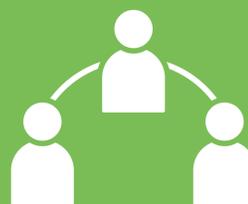


**310**

Clients in  
Housing



**13,440**  
Outreach and  
Education Contacts



**1,800**  
Clients in  
Community  
Programs



**22%**  
from last  
year



**13%**  
from last  
year

www.tinha.org  
TMHA  
WITHOUT A SENSE OF CARING  
THERE CAN BE NO  
SENSE OF COMMUNITY

## Raising the Bar

A message from Executive Director, Jill Bolster-White



*There is a growing concern in our community about mental health services. Are there enough? Are too many people falling through the cracks?*

That concern arrives from multiple directions:

- A Grand Jury Report this past September, describing concerns that SLO County “create and maintain a safe, orderly, effective, and efficient means for ensuring the persons experiencing mental health issues receive the care they need, when they need it.”
- Local media stories in SLO and SB Counties on the growing number of people who are homeless due to an untreated mental health condition.
- Numerous residents (especially those with insurance) telling us they simply cannot find therapists locally for themselves or their loved ones.

I have been asked many times, *what role can TMHA play?* How can we, as an agency, step out of our lane and help re-set the status quo in our community?

I want to tell you about three specific actions we are taking.

Two years ago, with funding from San Luis Obispo Medical Education and Research Foundation, we

commissioned a feasibility study for a walk-in mental health clinic. That report has led to us partnering with SLO County Department of Behavioral Health and our local hospitals to commission a **comprehensive survey on gaps in our local mental health system**. We believe this is a critical step that will inform any solutions we take in the years ahead.

At the same time, TMHA keeps **creating new programs**, funding them with grants and donations when the community need is impossible to ignore. Our Brief Therapy Clinic and High School Program are two such examples, and we are delighted they have received four years’ worth of American Rescue Plan Act funding.

Finally, even as we continue to serve over 5,500 individuals and family members annually throughout the Central Coast, we are determined to push forward in our ongoing search for the right property and the right funders to make our vision of a **mental health walk-in clinic** a reality.

There are no quick fixes, and choosing the wrong strategy at this moment would waste time we do not have. That is why we remain deep in conversation and collaboration in both counties with members of each Board of Supervisors, the Behavioral Health Departments, and the hospitals and caregivers who have been so overwhelmed in their Emergency Departments.

We simply cannot sit by and watch more of our friends, family, and neighbors fall through the cracks.



## Outreach By the Book

*For the last four years, the number of clients served by TMHA Homeless Services has risen steadily. The community need has never been more pronounced, and last year TMHA launched a new project in partnership with San Luis Obispo County's Public Libraries.*

The Library Outreach Team connects patrons experiencing homelessness with much-needed resources. Since launching in November 2021, the program has worked with over 200 individuals.

"These two are my angels," beams James Rodarte, referring to Margaret Shepard-Moore, the part-time Social Worker, and Morgan Ferris, the full-time Case Manager. James is a California native who lived in Costa Rica for five years and came back to the United States with very

few options or resources. "They helped me get food, helped me get connected with housing and showers, even a bank account. Things are 100% turning about, I don't know where I'd be at without them."

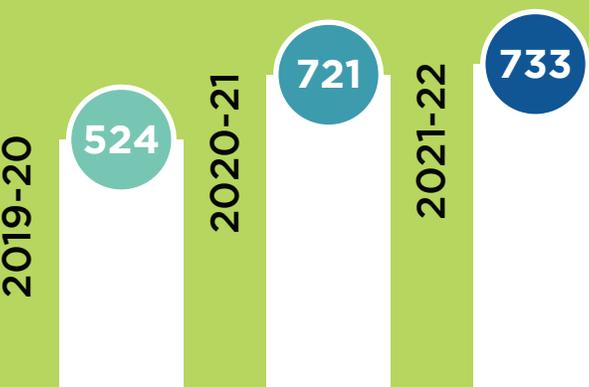
Margaret and Morgan are particularly adept at connecting clients to county services and other TMHA programs. TMHA's Homeless Outreach Team has pitched in to assist James with scheduling medical appointments and providing rides, he was linked to temporary housing through TMHA's new Housing Development Assistance Program, and he is now connected to TMHA's Safe Haven Wellness Center.

"We do so much creative collaboration," Ferris says, "always playing to the other's strengths, referring clients to each other. There's some strategic divide and conquer that happens with these outreach efforts."

"Resources and social programs can be difficult to access for anyone, and the barriers are compounded when someone is in survival mode, has experienced trauma, and has mental health challenges," Shepard-Moore commented, adding, "We're here to help navigate the barriers, lift people over them and get them connected so they can move forward."

Between the two of them, Margaret and Morgan are at SLO County libraries 4 days a week, including downtown San Luis Obispo, Arroyo Grande, Atascadero, Los Osos, and Morro Bay. Residents can drop in for help, or they can make an appointment by calling (805) 540-0057.

## Homeless Services clients served



# Putting Youth First

*In September, The County of San Luis Obispo awarded \$450,000 in American Rescue Plan Act (ARPA) grants to TMHA to expand our efforts to improve mental health resources for our young people.*

Over the next four years, we will devote this funding to the following areas:

- Expansion of TMHA's Brief Therapy Clinic, which offers free virtual therapy sessions to community members without access to resources.
- An outreach and marketing campaign focused on the new texting component of Central Coast Hotline.



**= CRISIS & MENTAL HEALTH SUPPORT =**  
Text or Call 24/7  
**(800) 783-0607**

Now you can text the Central Coast Hotline at any time of day or night.

We are here to help you work through the tough moments.

- Free trainings to parents of teens with emotional challenges, part of the Positive Parenting Program (Triple P) offered by TMHA's Family Services.
- Free Applied Suicide Intervention Skills Training (ASIST) for school counselors and other community caregivers.
- More presentations of TMHA's mental health curriculum in local middle schools and high schools.

This last item will have a direct impact on our teens. The TMHA High School Program was launched in 2018, and has now reached over 5,000 local students. This year, a new coordinator has joined our team, someone with plenty of experience bringing mental health resources to her local high school.

Kendra Belch graduated from Arroyo Grande High School in 2020. As a sophomore, Kendra organized the school's first Mental Health Awareness Week, connecting with nonprofit agencies throughout SLO County to secure their participation. Now, a mere two years after graduation, she's continuing that work at TMHA.



"It's so rewarding—and occasionally strange," Kendra admits. "I told my parents and friends once I graduated, you couldn't pay me to go back to high school. And now I'm literally getting paid to go back to high school," she says with a laugh.

Already, she has noticed changes among the student body in a post-COVID world. "When I'm doing the suicide prevention part of the curriculum, everyone is very engaged. I find that interesting, because I did presentations pre-COVID, and I noticed kids were much less attentive, they didn't want to hear that information. Now a lot more people ask questions, come up after class and want to know about Central Coast Hotline."

Kendra has also observed that many students tend to see their struggles as unique, almost isolating. "I've seen their eyes light up as we talk about topics like anxiety," she says, "and they realize they're not alone. And being so close to them in age, I can say, 'hey I was in your seat two years ago, I know what you're going through.'"

# Never Forget the Fun

*TMHA operates three Wellness Centers and two Recovery Learning Communities – five drop-in day centers that provide support groups and community opportunities for our clients.*

A quick glance at any one of the five calendars reveals critical support groups: Dual Diagnosis, Medication Management, Hearing Voices...

But a more careful look reveals numerous whimsical and creative offerings. “We consciously try to strike a balance,” said Hilary Lawson, Supervisor of Safe Haven in Arroyo Grande. “I always want there to be something on the calendar that will catch your eye, or make you curious. I love finding healing modalities that are not your run of the mill support groups.”

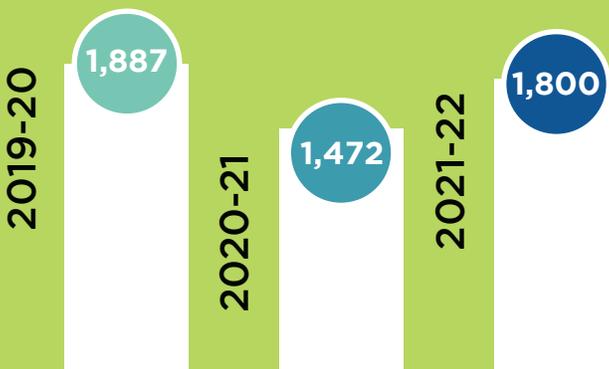
Sandy Rives, Supervisor of Lompoc Helping Hands, watched as Emily Dixon began the day’s cooking class making a tuna pasta salad. “Since COVID, people want to be in community doing something together. We use the gifts and talents of our staff, and everyone benefits.”

At Hope House in San Luis Obispo, it’s time for Show and Tell, an open invitation to bring something forward to share with the group. At the very first session, Jeanette Kinney was ready with two notebooks filled with poetry. “All of a sudden at 60 years old, I had the ability to write poetry,” she said, before reading several poems to an appreciative audience.

One look at the photos and flyers on these pages reminds us that we are all here to live full lives, lives that include joy, laughter and the element of surprise.

## Community Programs

clients served



## LAUGHTER GAMES

with Marcia





Hope

DO YOU!  
Dance Hour



JOY, ON PURPOSE

Strategies for Social Anxiety

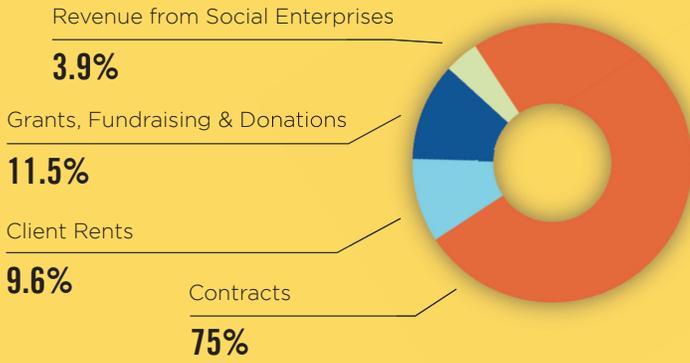


**127**   **54**   **59**   **21**   **1,880**

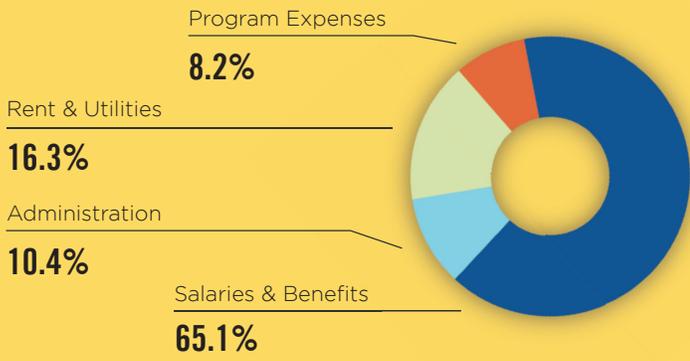
**FULL-TIME STAFF**   **PART-TIME STAFF**   **TRANSITIONAL STAFF\***   **RELIEF STAFF**   **TMHA VOLUNTEERS**

\*Client Staff working for our agency via TMHA Employment Programs

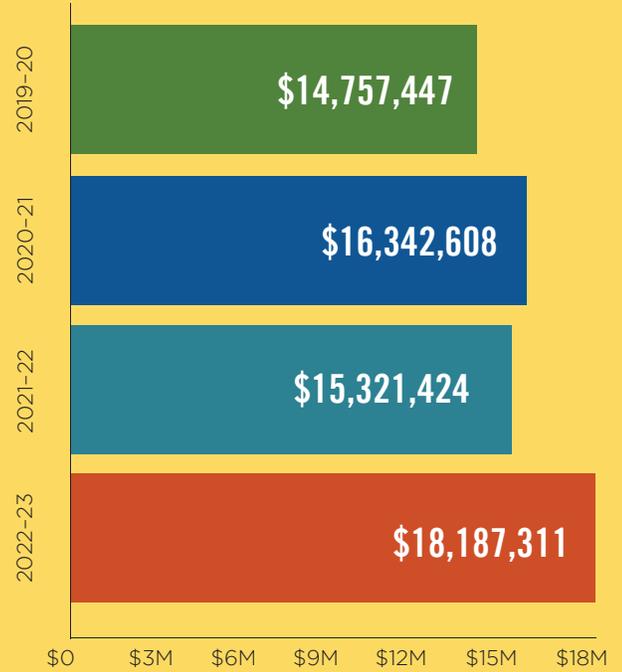
**Revenue**   **\$16,145,486**



**Expenses**   **\$15,321,424**



**Agency Growth**   **Annual Budget**



**19** PROPERTIES OWNED      **84** PROPERTIES LEASED

TMHA pursues real estate for housing rather than a traditional endowment. This serves the dual purpose of providing the agency with valuable assets as well as buildings that we use in housing our clients. Consider donating your property as part of our Planned Giving program. Call our Community Engagement Team at (805)540-6513 or email [mkaplan@t-mha.org](mailto:mkaplan@t-mha.org).

## HOW YOU CAN HELP...

**Volunteer!** Central Coast Hotline relies on compassionate, energetic volunteers who go through our training program and provide direct help to the community. You can also find opportunities to help at our fundraising events and TMHA programs. Contact Clara Cobb at (805) 540-6564 or email [ccobb@t-mha.org](mailto: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 a 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](mailto: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.

