



PACIFIC
CENTER
FOR HUMAN GROWTH

ANNUAL

REPORT

2023-2024

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CAPTION: Vendors, Community Members, and Staff, Berkeley Pride Resource Fair, 2024. Credit: Mel Hofmann

MESSAGE FROM OUR EXECUTIVE DIRECTOR

The '23/'24 fiscal year was a time of accomplishment and growth for Pacific Center, standing us in good stead for the coming battles our community faces.

Our wins in the past fiscal year were generous and afforded us a considerable move toward long-term stability as an organization. For a quick oversight, here are some areas of accomplishment and forward momentum in the past year:

- our move to our new location was funded by generous community members and went off without a day of lost services
- We were blessed and honored to be chosen as awardees for the Yield Giving award, with a gift of \$2M to put toward long-term organizational stability
- We increased our operating budget size by 20% in 23-24 over 22-23, and added over \$2M (thanks, Yield Giving!) currently in reserve for investment in the operations and long-term stability of the organization
- Adding our contracts with CA Dept. of Public Health and the Mental Health Services Oversight and Accountability Commission, and expanding our contract with Alameda County Behavioral Health, we expended services for both LGBTQIA+ elders and youth
- We expanded our Open Hours in our new offices
- As a new service to our community, we established Drop-In Wednesdays, with our Center open to the community for socializing, service delivery and referrals, and more
- We have added and expanded upon our gorgeous and well-appointed Gender-Affirming closet/free store with binders, dress forms, shoes, clothes, and personal care items open Wednesday afternoons for drop-ins, and though out the week by appointment
- We have re-energized our volunteer force and have community members faithfully staffing our front desk, working on our socials, and more!

We are grateful for the foundation laid by over 50 years of serving our community through our collective wins and our collective times of crisis. And, we will continue working toward, and living into, the joy and liberation of our community.

That said, the need for our services continues to rise. As we prepare for the upcoming administration to take the White House once again, we know we have our work cut out for us.

In the coming year:

- We are facing an uphill funding battle as the terrain of California mental health funding shifts from a prevention to intervention model
- We are working to increase our capacity for clinical service delivery to upscale our ability to meet community need
- We are focused on responding to shifting government priorities and actions: we are offering specific trainings to our community members, are continuing with our advocacy work, and are preparing for the predicted influx of Red State Refugees
- By community request, we are adding more in-person events to our offerings
- We are hosting more art shows relevant to our community--representation is essential!
- And, through it all, **we are investing in Queer Joy!** This is our organizational theme and key-note for the 24-25 calendar year, with our Mental Health at the Intersections Annual Conference and our first-ever Berkeley Pride Street Fair sharing this theme and focusing on **not just envisioning the possibility, but breathing into the existing REALITY of Queer Joy!**

We truly could not do it without you. Thank you for joining us, and supporting us, in Queer Joy.

Warmly,



CAPTION: Executive Director Lasara Firefox Allen (they/them/Mx.), MSW

& WHO WE ARE WHO WE SERVE



CAPTION: Former participants turned facilitators, Bob and Keith
Image Credit: Mel Hofmann

1 Our Programs

Our six core programs provide comprehensive support tailored to the diverse needs of our community:

- Youth Programs
 - Hosting **58** meetings with over **381** attendees, creating safe spaces for LGBTQIA+ youth to thrive.
- Peer Support Groups
 - Featuring **23** active groups, with **505** community program meetings providing peer-led support and connection.
- Training Program
 - Conducting **71** training sessions with over **576** attendees, equipping schools, organizations, and individuals with the tools to create inclusive environments.
- Psychotherapy Services: Offering individual, family, and small group therapy to address mental health needs.
- Living Fully with HIV Program: Providing specialized support for individuals living with HIV.
- Older Adult Programs: Including 25 Older and Out meetings, fostering connection and community among older LGBTQIA+ adults.

3 Our Staff

Our team embodies the diversity and lived experiences of the community we serve, ensuring a deeper connection and understanding in our work:

- **72%** identify as peers, having utilized services like those we provide, fostering understanding and empathy.
- **90%** identify as part of the LGBTQIA+ community.
- **54%** identify as living with a disability, including learning, intellectual, or physical health considerations.
- **45%** identify as BIMPOC and **45%** identify under the trans umbrella, highlighting our commitment to equity and inclusion.
- We also maintain **equal representation** across ages 18–69, ensuring diverse perspectives and experiences guide our efforts.

2 Our Service Hours

Our team is committed to providing essential services through both clinical and community programs, with a significant increase in service hours this year:

- Clinical Service Hours: Our clinic delivered **5,262 service hours**, nearly doubling last year's total of 2,931 hours, offering vital mental health support to a diverse range of clients.
- **606 community program service hours** for FY 23-24, up from 500 hours in FY 22-23 and 427 hours in FY 21-22, enabling us to reach more individuals through over 23 active peer support groups and diverse programming.

4 Our Clients

Our clients are at the heart of everything we do, and their diverse identities and experiences drive our mission:

- **81%** of community program participants and **51%** of clinical clients identify under the trans umbrella.
- **44%** of clinical clients and **30%** of community program participants identify as BIMPOC, reflecting our commitment to serving individuals from diverse racial and cultural backgrounds.
- **74%** of clinical clients identify as low-income, highlighting the importance of accessible mental health care.
- The **average age** of clinical clients is 25–44, representing a critical period for accessing supportive services.

COMMUNITY IN ACTION

A note from our Community Programs Director

COMMUNITY ...

What does community mean to us today? Throughout 2024, we've borne witness to a divided country, a divided world really. The gap between the haves and the have nots seems to widen exponentially. Community is what fills the gap and here at the Pacific Center for Human Growth, we remain committed to responding to the ever-evolving needs of the LGBTQIA+ community in real time. We are filling the gap.

In the past year, we've relaunched our Older & OUT support groups, with new facilitators grown from within the community. Additionally, we've launched PEARLS groups to help our elders combat depression and social isolation as well as case management services to connect older adults with needed resources. Filling the gap.

Our Youth Programs team has grown their capacity, offering a range of programming including drop-in hours, movie nights, arts workshops, and outfitting our youth space with games and tech that offer young people a chance to socialize and build relationships. As we continue to outreach and respond to community needs, we're looking to relaunch support for transitional age youth in early 2025.



Photography credit: Mel Hofmann

CAPTION:
Drag
Performer
Themme at
the Berkeley
Pride 2024!

We continue to offer free community didactic training throughout the year. These trainings are free and open to the community. They provide invaluable resources to clinicians, social workers, and community workers who support LGBTQIA+ folk all over the Bay Area. Our training schedule culminates in the annual Mental Health at the Intersections conference in downtown Oakland. This year's conference focused on queer youth. The current political landscape uses queer youth as a wedge issue and we wanted to focus on empowering young people to use their voice and access the mental health resources they need. Mental Health at the Intersections continues to grow year after year and we're proud to offer this free event to the community. Filling the gap.

When it comes to Community Programs at Pacific Center, we know that our job is to meet the moment. As we look forward to the coming year, we ask that you join us in facing the challenges to come. We can meet this moment, together we can fill the gap ... as a community.

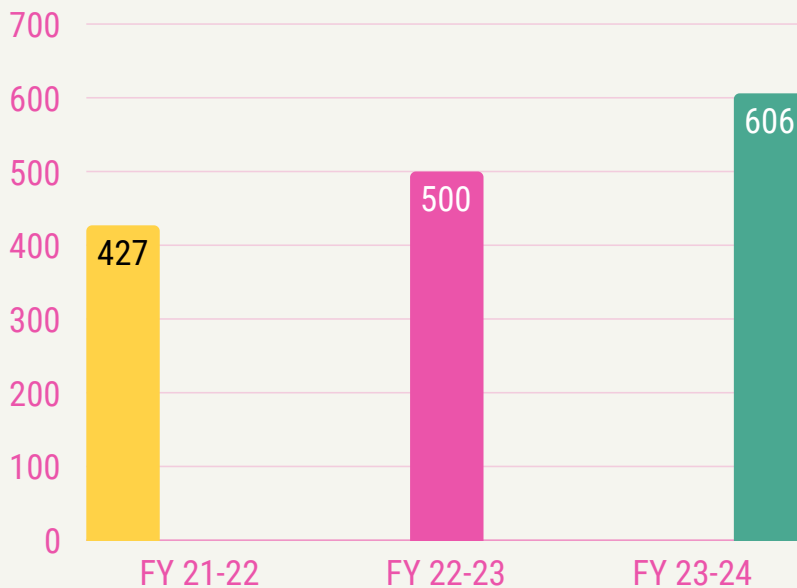
- Shanna

Our community programs at Pacific Center prioritize serving LGBTQIA+ individuals navigating intersecting challenges of race, gender, and class. With support from city, county, and state partners, we provide vital services, including school and organizational trainings, over 20 LGBTQIA+ support groups, and connections to life-saving resources. Now, from our new downtown Berkeley location, we remain dedicated to ensuring accessible mental health care for the LGBTQIA+ community.

OUR COMMUNITY TRENDS & HIGHLIGHTS

Service Hours Delivered within Community Programs

Over the past three years, our dedicated team has consistently increased the number of service hours delivered, reflecting our unwavering commitment to providing direct support to our clients across all programs.



81%

Community Programs participants identify under the Trans umbrella

30%

Participants identify as BIMPOC

13%

Participants identify as being Disabled

At Pacific Center, our mission is to provide safe, affirming spaces for LGBTQIA+ individuals to access support, build connections, and enhance their well-being. Over the past year, we've made meaningful strides across our community programs, serving a diverse population with tailored services. Key highlights include:

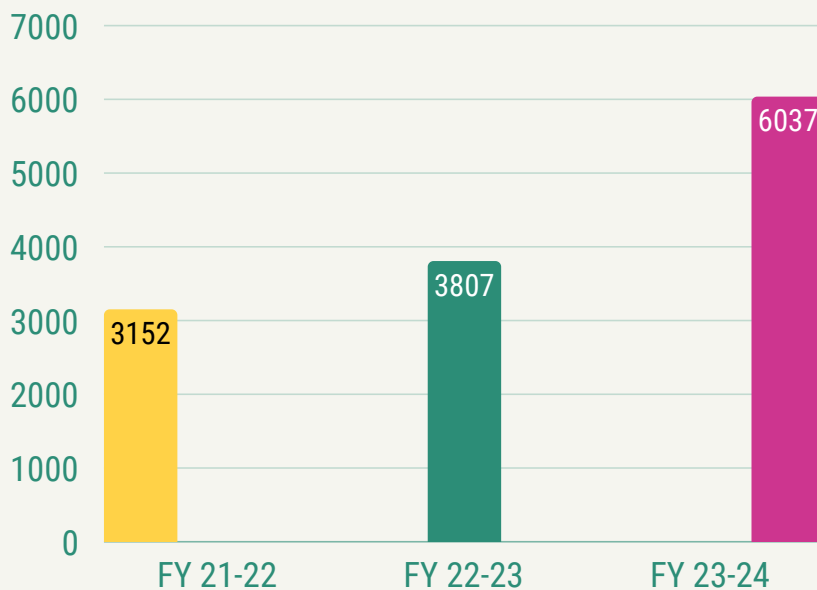
- **23 Active Peer Support Groups**
 - Spanning a variety of topics and identities, our peer support groups offered participants spaces to explore and navigate the nuanced experiences of the trans and broader LGBTQIA+ community.
- **505 Group Meetings**
 - Across our six community programs, we facilitated 505 group sessions, ensuring consistent and accessible support led by skilled facilitators.
- **203 Participants**
 - Over 200 community members attended our programs, with the integration of hybrid Zoom and in-person options enhancing accessibility, participation, and retention across services.
- **50+ Referrals to Resources and Services**
 - Our facilitators connected participants to over 50 resources, including internal programs, external support services, and specialized providers, bridging gaps in care.
- **Individual Mentoring Sessions**
 - Facilitators provided over 20 one-on-one mentoring sessions, offering personalized guidance and support to participants navigating unique challenges.

In 2023, we hired our current Clinical Director, Pablo Martinez (he/him,El), LMFT, Ph.D., to head our Clinical Program. Under Pablo's leadership, the Clinical Program is growing year over year. As capacity grows we are able to serve more clients as well as offer more hours of clinical support. Additionally, Amory Knut, our Intake a Quality Assurance (IQA) Manager, was promoted to a Director Position. Together, the IQA Team and the Clinical Team are creating profound positive change for our community.

OUR CLINIC TRENDS & HIGHLIGHTS

Service Hours Delivered Across All programs

Our clinic team has provided vital direct services to clients, delivering compassionate care through therapy sessions and mental health support. Each year, we've expanded our clinic service hours to meet the increasing demand, ensuring that more individuals in our community have access to the life-saving support they need.



87%

Clients identify as
LGBTQIA+

56%

Clients do not identify as
their gender assigned at birth

74%

Clients who identify as low-
income

This year, our clinic team made remarkable strides in providing comprehensive care and support to our community. Key highlights include:

- **224 Clients Served**
 - Our clinic provided therapy and mental health services to 224 clients, addressing a wide range of needs within the LGBTQIA+ community.
- **5,262 Clinical Service Hours Delivered**
 - Our team nearly doubled last year's service hours, increasing from 2,931 to 5,262 hours—a testament to our growth and dedication to meeting client needs.
- **Diverse Training Opportunities**
 - We hosted various training sessions to enhance the skills and knowledge of our team and partners, including:
 - Clinical Didactic Training
 - Cultural Humility Training
 - Peer Group Facilitator DEI Quarterly Trainings
- **Serving a Diverse Community**
 - Approximately 44% of our clients identify as Black, Indigenous, Multiracial, or People of Color (BIMPOC), reflecting our commitment to creating accessible and equitable mental health services.

OUR GOALS

Looking at 2025 & Beyond



In upcoming years, we know we will face many challenges as an organization. However, the national terrain is not the only area of uncertainty. We will continue supporting our community through uncertain political times and expanding serves in alignment with community needs, into areas such as housing support, harm reduction, and basic needs.

PRIORITIES

WHAT THIS LOOKS LIKE

SUSTAINABILITY

As funding priorities in California shift from prevention to intervention, we will maintain existing funding and find new sources of funding to continue serving our community's prevention needs. We will maintain current funding relationships, and secure additional funding to ensure our ability to serve the needs of our community.

ADVOCACY

From trans rights to the right to marriage, our community is going to have to fight to maintain the rights we have already won. We will be a strong voice in this fight. We will continue advocating for the rights of our community at the local and national levels.

RESPONSIVENESS

As the political climate shifts, we will prepare for an influx of Red State Refugees looking for support in building a new life in the more welcoming community of the West Coast.

The coming federal administration promises to bring with it a variety of obstacles, and we will stand strong, together, in the face of it.

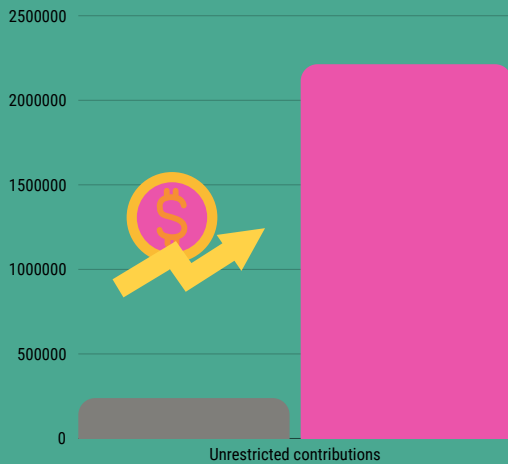


HOW WE'VE GROWN

Financial Highlights

A year of financial growth & stability for Pacific Center!

unrestricted **CONTRIBUTIONS**



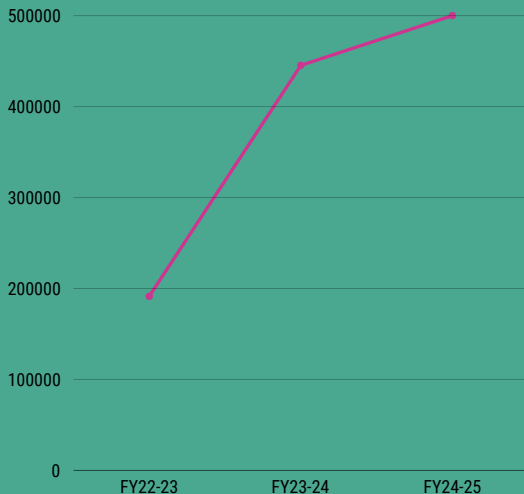
We received record-breaking unrestricted contributions in 23-24.

in reserve **\$2.2M**



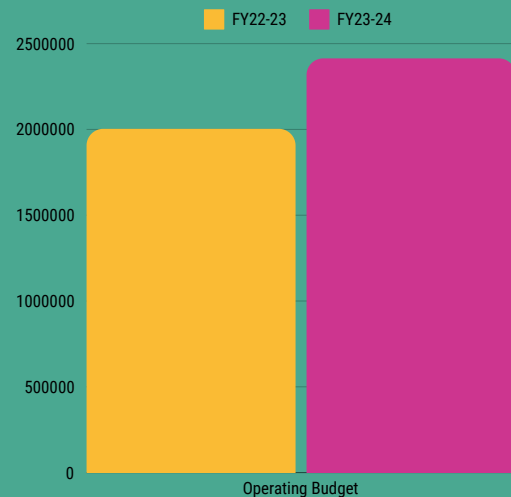
This fiscal year, Pacific Center secured a reserve that will strengthen our organization for years to come. This is in large part thanks to our Yield Giving award. This reserve creates long-term organizational stability, and is a historic win for our organization and the community we serve.

clinical program **INFLOWS** FY 22 - 24



Our Clinical Program income continues to trend upward, as we serve an increasing number of clients on an ongoing basis.

operating budget **INCREASE**



In 23-24, our Operating Budget increased by over 20%.

FUNDING PARTNERS

We are endlessly grateful for the support offered by our generous funding partners. We could not do the work we do to serve our community without them.



AWARDEE



**Behavioral Health
Department**
Alameda County Health



Mental Health Services
Oversight & Accountability Commission



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HORIZONS
our LGBTQ foundation

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THANK YOU TO OUR DONORS*

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... and many more generous donors

JOIN OUR COMMUNITY

*Your donation
makes the work possible.*



Community members at Drag Me Out to Vote Ballot Party, 2024.

TOGETHER WE CAN
FACE AN UNCERTAIN FUTURE.