



# TRANSFORMING LIVES

The Behavioral Health  
**COLLABORATIVE**  
of Alameda County

2024 IMPACT REPORT





**NARGES DILLON**  
President  
Executive Director, *Crisis Support Services of Alameda County*



**AARON ORTIZ**  
Vice President  
Chief Executive Officer, *La Familia*



**BARBRA SILVER**  
Immediate Past President  
Executive Director, *Family Paths*



**STACEY KATZ**  
Chief Executive Officer,  
*WestCoast Children's Clinic*



**KATHERINE SCHWARTZ**  
Executive Director,  
*Alameda Family Services*



**JAIME CAMPOS**  
Executive Director,  
*Horizon Services*



**TRICCA HODGES**  
Regional Director,  
*Alternative Family Services*



**DAVID CHANNER**  
President & Chief Executive  
Officer, *A Better Way*



**JOVAN YGLECIAS**  
Chief Operating Officer,  
*Bay Area Community Services*

# A Word from the Executive Committee

Dear Community Partners,

As we reflect on the incredible impact of our member agencies, we are deeply aware of the challenges that define this moment. We live in a time where young people face profound levels of distress, often searching for hope in a world that feels increasingly uncertain. Adults in marginalized communities continue to grapple with the heavy burden of mental illness, addiction, and trauma. For far too many in Alameda County, the struggles of housing insecurity, mental health crises, and substance use have created an urgent call for compassionate, comprehensive care.

In response to this pressing need, the Behavioral Health Collaborative of Alameda County stands as a united force of hope and action. Our network of 44 nonprofit community-based organizations, acting through over 4,000 staff and 1,000 volunteers, embodies the full continuum of care—from early intervention to life-saving crisis response. Across every school, home, shelter, and community space across the county, our agencies are working tirelessly to address the unique and complex needs of each person we serve. The Collaborative reflects the power of collective effort. By sharing knowledge, best practices, and a relentless commitment to advocacy for our clients, we are transforming our community.

Together, we are shaping a healthier, more equitable future where every person thrives.

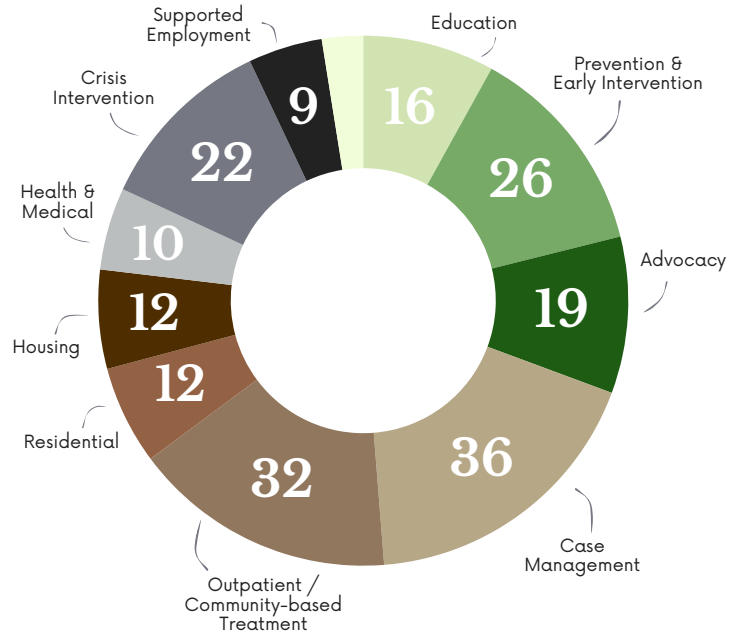
In deep appreciation,  
The Collaborative's Executive Committee

# A full continuum of essential services...

## Who We Serve



## Our Services

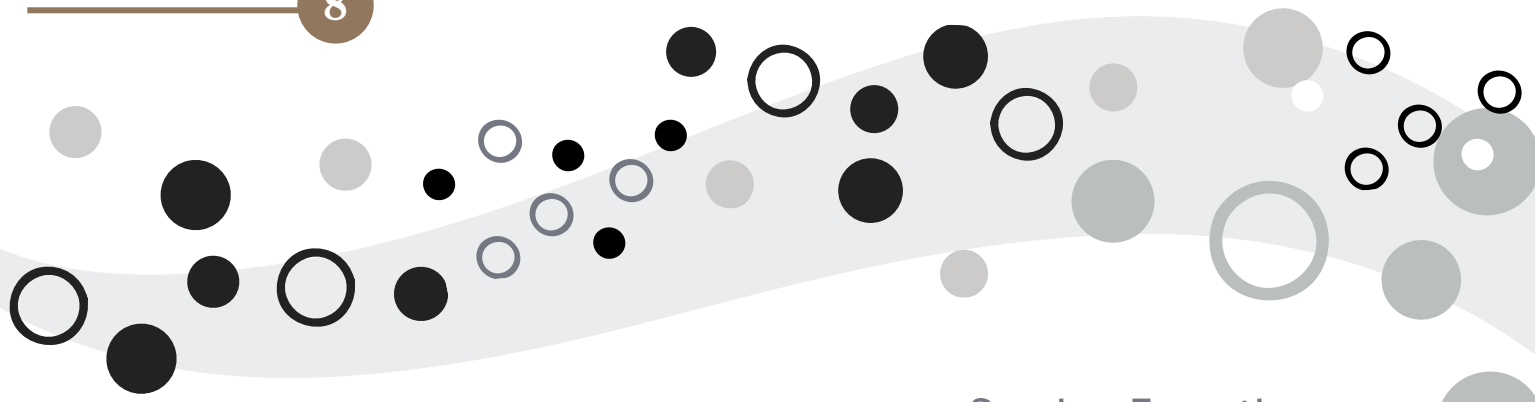
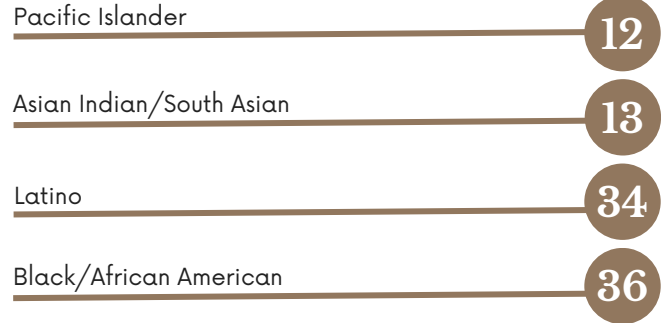
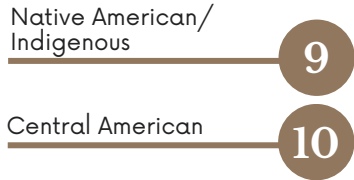
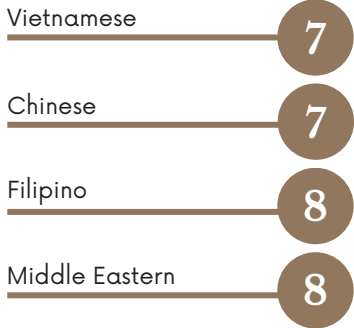


...in the client's preferred language

## Language Capacity

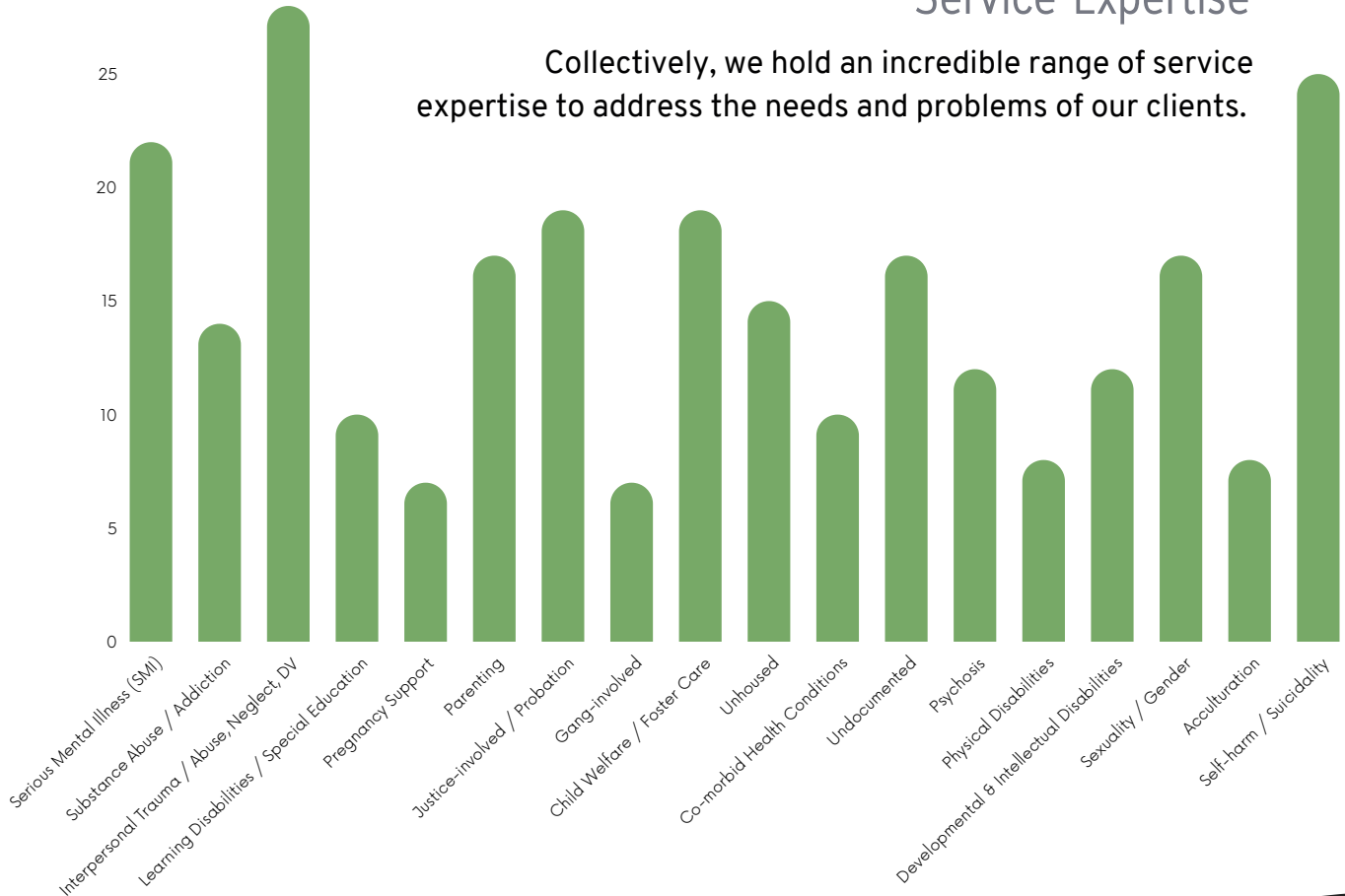


# Expertise with culture, ethnicity, and race



## Service Expertise

Collectively, we hold an incredible range of service expertise to address the needs and problems of our clients.





# Transforming Thousands of Lives

173,575  
total clients served

We served 173,575 clients, which is more than **10%** of the county's population.

1,728,414  
total hours of service

We served over **1.7 million** hours of service, an average of about 10 hours per client.

53,851  
stabilized crises

439  
reunified families

6,082  
persons housed



We stabilized 53,851 mental health crises and reunified 439 families overcoming trauma. We housed 6,082 persons – **almost 2/3 of the total unhoused.**

# Stories of Transformation

Imagine being undocumented and unhoused while going through cancer treatment: **Francisco has been there.**

Francisco was diagnosed with cancer a few years ago, and faced his diagnosis with strength and adaptability. It has been hard for him to hold a stable job, afford medical care, and find housing, but he was living in his van and taking life day by day.

When Francisco's van (and home) was stolen during a dialysis appointment in 2021, a quick-thinking nurse connected him with **BACS**. Francisco came to live at a BACS rapid re-housing site, where we provide housing and wrap around individuals with other supportive services – help applying for benefits, documentation support, mental health support, employment support, and more. With the support of BACS and Shelter Inc., Francisco secured a comfortable living space, where he can focus on his health and well-being. Francisco is grateful for this second chance and is determined to make the most of the time he has left.

“ I am not sure how much longer I will live, but I feel truly blessed and grateful to BACS. ”

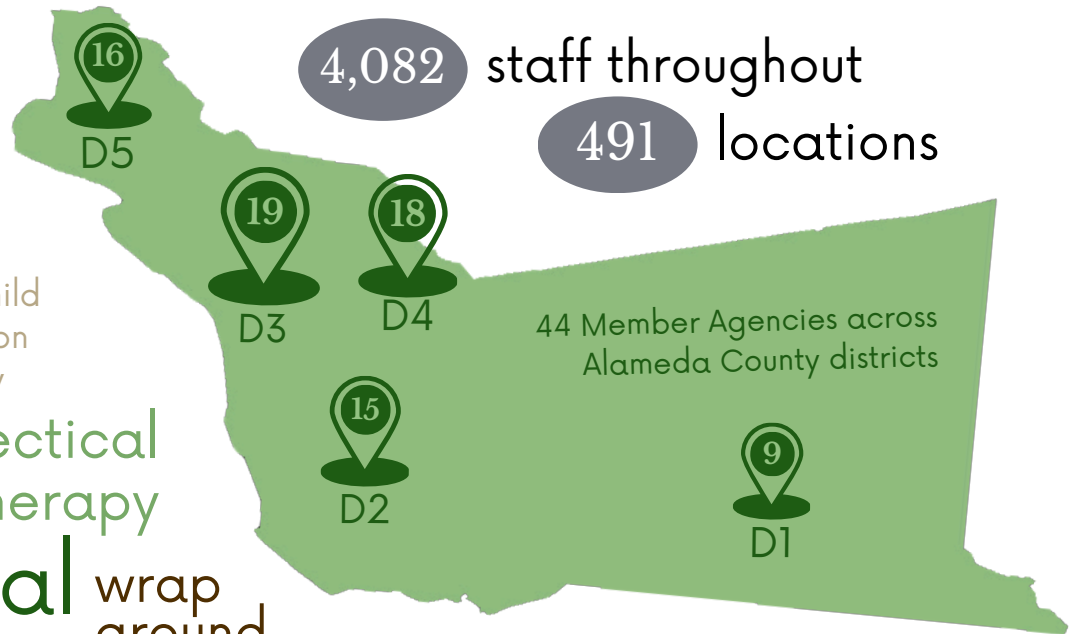


## The Three Cs: Catch it, Check it, Change it.

A 50-year-old African American man diagnosed with bipolar disorder said **PEERS'** Hope & Faith support group made him feel “included and not alone.” Being in a group where others also shared their mental health challenges helped him take the risk of being vulnerable and sharing his experiences, which helped him feel a greater sense of self-worth. He is making good use of one of the tools explored in the group, **The Three Cs: Catch it, Check it, Change it.** He shared that this strategy allows him to notice his ruminating thoughts and ask himself “Is this true?” He then focuses on substituting safe and affirming thoughts rumination. This strategy improved his home life and his communication with his family members.

# Access to Service Excellence

Our 44 member agencies work at over 491 locations in Alameda County, with a total staff headcount of 4,082 and almost 1,000 volunteers. Throughout our collaborative, we employ various evidence-based practices.



positive parenting, parent-child interaction, acceptance & commitment therapy, dialectical behavior therapy, motivational interviewing, wrap around, trauma-focused, cognitive behavioral therapy, eye movement desensitization & reprocessing (EMDR), strategic family therapy, multi-systemic treatment, assertive community treatment, brief strategic family therapy

## Investing in our workforce and community

We partner with colleges and universities to develop the next generation of professionals, and provide workshops and events to educate and train the Alameda County community.



535 trainees, interns, and apprentices trained

24,797 community members trained



# The **collective voice** and **champion** for behavioral health in Alameda County

The Collaborative members are nonprofits providing mental health and/or substance use treatment services across Alameda County. We are committed to the highest quality, most culturally sensitive services to support the most vulnerable. We benefit our provider community with a collective voice, education and shared problem solving and resources.

## We provide:

- Advocacy with county and state leaders.
- Workshops and guest speakers.
- Timely guidance on critical issues.
- White papers, policy briefs, and research.
- Collegial support and camaraderie.
- Peer consultation through our “Forum” (Clinical, HR, Finance, and Training Forum).

The Collaborative was founded in 1975, named Alameda Council of Community Mental Health Agencies or ACCMHA, to advocate for community access, and service impact. We continue to provide leadership to transform the mental health system to a person-centered, family and community-driven, data-supported, culturally responsive system.

## Commitment to JEDI

The Collaborative adds Justice to DEI values, to impact systemic issues and social justice. We seek meaningful change in the pronounced history of injustice that has marginalized many of the people that we serve, as well as those that work in our agencies.

Matthew Madaus, Executive Director of The Collaborative



“The **Collaborative** is such a wonderful body of thought partners, strategic thinkers – **true colleagues.** We are a family fighting for a healthy, thriving community where everyone living with behavioral health needs is supported.”

--- COLLABORATIVE MEMBER AGENCY



# Collaborative Members

A Better Way  
Abode Services  
Alameda Family Services  
Alternative Family Services  
Asian Health Services  
Bay Area Community Resources  
Bonita House  
Beats Rhymes and Life  
Bi-Bett Corporation  
Brighter Beginnings  
Building Opportunities for Self Sufficiency  
Bay Area Community Services  
Community Health for Asian Americans  
Crisis Support Services of Alameda County  
East Bay Agency for Children  
East Bay Community Recovery Project - LifeLong  
Family Paths  
Felton Institute  
Filipino Advocates for Justice  
Fred Finch  
Youth and Family Services  
Greater New Beginnings  
Youth Services, Inc.  
Horizon Services, Inc.

Hume Center  
Insight Housing  
Jewish Family and Community Services  
La Cheim School Inc.  
La Clinica  
La Familia  
Lincoln  
Magnolia Women's Recovery  
Programs, Inc.  
Mental Health Association of Alameda County  
The New Bridge Foundation, Inc.  
Options Recovery Services  
Peers Envisioning and Engaging in-  
-Recovery Services - PEERS  
The Phillips Academy  
Roots Community Health Center  
Second Chance, Inc.  
Seneca Family of Agencies  
Side by Side  
Through the Looking Glass  
UCSF Benioff  
Children's Hospital  
Westcoast Children's Clinic  
West Oakland Health Council  
Youth Spirit Artworks



The Behavioral Health  
**Collaborative**  
of Alameda County

[www.bhcollaborative.org](http://www.bhcollaborative.org)