



Impact Report

Fiscal Year 2024-2025



mentalhealth
ASSOCIATION OF ALAMEDA COUNTY

To Our Community of Supporters,

It's been an eventful and challenging year at the Mental Health Association of Alameda County. As we have continued to navigate the changes at the federal level and locally, we have remained focused on our mission of providing the best possible services to people with mental health conditions and their family members.

In the pages that follow, you will see how your generous support has truly made a difference. This report highlights the lives touched, the progress achieved, and the lasting hope created because of your generosity.

I assumed the role of Executive Director of MHAAC in July 2019. The last six years have been a remarkable journey. We have doubled our budget and staff, expanded services to the community, improved salaries and benefits for our employees, and engaged with our community in new ways including a virtual mental health conference and an outdoor self-care series of events.

I am grateful to be able to lead an organization of so many talented and committed employees without whom the work could not happen. I am also grateful to all of you and the way you continue to support the agency – from recurring donations to showing up at our fundraising events each of you continue to contribute to the agency's success.

Despite the many challenges ahead we remain hopeful that our work will continue to have positive impact on our communities.

In community,

Kathryn Huber, MS

Executive Director and CEO

Impact Summary

In the fiscal year 2024–2025, the Mental Health Association of Alameda County reached thousands of individuals and families through advocacy, education, and support. From answering crisis calls to guiding families through complex systems of care, your generosity ensured that people facing mental health challenges had somewhere to turn for help, hope, and healing.

Making a Difference Together

These numbers show how your support is put to work helping people in our community. They also reflect our commitment to remain accountable for the resources entrusted to us.

- **5,822** calls answered by our Patients' Rights Advocacy line
- **7,391** certification review hearings represented
- **610** capacity hearings supported
- **3,727** families reached through the Family Education and Resource Center (FERC)
- **5,800** one-on-one appointments with family advocates
- **176** African American caregivers supported through AAFOP programs
- **2,713** hours of direct service provided through Consumer and Family Assistance
- **1,176** personal contacts made by our Family Caregiver Program (calls, visits, emails)

Investing in What Matters

MHAAC remains committed to stewarding every dollar with care. In 2024–2025, your support fueled **\$6.7 million in services**, with:

- **86.53%** invested directly in programs
- **12.26%** dedicated to administration
- **1.21%** supporting fundraising

Looking Ahead with Gratitude

With your continued support, MHAAC will expand suicide prevention efforts, strengthen outreach to underserved communities, and bring new support groups to families across Alameda County. Together we are building an even stronger community where hope, recovery, and advocacy thrive every day.



About MHAAC

The agency is proud of its mission, vision and values which were developed by all employees in 2020. After a series of employee feedback sessions and edits, the following was approved by the Board of Directors.

Mission

Our mission is to empower adults and youth with mental health challenges and their families to live their best lives. We do this through education, support, advocacy, and shared experience. We provide client and family-driven services delivered by highly trained, compassionate and committed staff who share the belief that recovery can and does occur.

Vision

Our vision is that people with mental health challenges and their family members will be free from stigma and be provided with the support and services they need to thrive.

Values

Respect: Treating every individual in a way that honors difference, communicates positive regard, and respects his or her time.

Integrity: Following through with what we say we are going to do, committing to being authentic and transparent, and always trying to do the right thing.

Accountability: Accepting responsibility for our actions, holding ourselves to the highest standards, and admitting when we could have done better.

Teamwork: Proactively helping and offering assistance to people who may be struggling, working together, asking for help when we need it, and learning from each other.



Who We Are

MHAAC is a 501(c) (3) nonprofit organization incorporated in 1958 dedicated to advocating for individuals with mental health conditions and their families.



MHAAC Team

Leadership

Kathryn Huber,
Executive Director and CEO

Ming Tuyen,
Director of Finance & Administration

Guy Hornbeck
Director of Human Resources

Robert Hubbard
Director of Programs

Lesley Smith
Development Associate

Francesca Tenenbaum
*Director of Patients' Rights Advocacy
& Training*

Alicia Wilson
*African American Family Outreach
Project Program Director & Human
Resource Manager*

Odessa Caton
*Family Education and Resource
Center Program Director*

Sharnice Jones
*Patients' Rights Advocates Program
Director*

Claudia Campbell
Family Partnership Program Director

Board of Directors

Christine McHone, *Board President*

Julie Cress, *Vice President*

Mary Chestang, *Treasurer*

Lianna Posselt, *Secretary*

Elaine Peng

Kerstin Phillips

Rafael Rosada Moreno

Mikayla Wong



Meet The Team

Our work is made possible by a dedicated team of staff, board members, and volunteers. Scan the QR code to meet the people behind MHAAC.



Mental Health Association of Alameda County

mail@mhaac.org // (510) 835-5010 // 2855 Telegraph Ave. #509, Berkeley, CA 94705

What We Do

MHAAC provides two core services - support for families with a loved one facing mental health challenges, and advocacy and hearing representation for individuals placed on involuntary holds. This work is carried out through the following programs:

Patients' Rights Advocates: MHAAC has provided patients' rights advocacy services for 40 years starting in Alameda County and now additionally in San Mateo, Marin, and Sonoma counties. Basic services provided include hearing representation, advocacy, facility monitoring, and complaint investigation.

Family Education and Resource Center: FERC provides advocacy and support to family members who have a loved one living with a mental health condition. Services include a warm line, ongoing work with a Family Advocate, education in a variety of mental health related topics, linkage to community resources and ongoing support groups.

Family Partnership Program: Family Partners provide 1:1 support and advocacy to families who have a child served in one of Alameda County's behavioral health clinics. Support includes linkage to community resources, assistance with the IEP process, support groups and education related to raising a child with behavioral health challenges.

African American Outreach Project: The roots of AAFOP date back to 1995 when Laverda Allen, a caregiver herself, brought a support group for African American family caregivers to the agency. Although never a funded program of the agency until 2017, the agency continued to offer this support group monthly. In 2017, the program expanded to include five action-oriented workshops per year. In 2022, the program expanded again to include a warm line and case management services for African American caregivers.

Consumer and Family Assistance Program: The Consumer and Family Assistance Office assists individuals and their families who are receiving or are eligible for Medi-Cal funded services from Alameda County Behavioral Health Department. A Consumer Assistance Specialist will work to resolve concerns and assist individuals in exercising their rights to file grievances or appeals related to any dissatisfaction with mental health treatment services.

Family Caregiver Advocacy and Support Program: Our Family Caregiver Advocate provides advocacy and support to family members with a loved one with a mental health condition with an emphasis on those who are currently staying at John George Psychiatric Hospital. The Family Caregiver Advocate spends a portion of their work week stationed in the lobby of John George Psychiatric Hospital assisting family member with navigating the facility and answering any question they may have.



Decades of Commitment

Over Seventy-Five Years of Advocacy

Although the Mental Health Association of Alameda County was officially incorporated in 1958, the agency's work began in 1946 when community members established the Alameda County Chapter of the Mental Health Society of Northern California. As the timeline below shows, this group made important contributions to mental health in California even before the agency became incorporated.

1946: A group of people in Alameda County established the Alameda County Chapter of the Mental Health Society of Northern California (MHS-NC).

1949: Society members supported the establishment of the Berkeley State Mental Hygiene Clinic and the Santa Rita alcoholic treatment center.

1956: The Chapter worked on a statewide committee formed to support a community mental health services bill, which became the Short-Doyle Act.

1958: The Alameda County Mental Health Association (later MHAAC) was incorporated and affiliated with the California Association for Mental Health and the National Association.

1968: Organized the first inpatient volunteers in psychiatric wards and the court waiting room at Highland Hospital, developed a police training program, and helped establish Alameda County's first halfway house for people with mental illness.

1975: Began providing benefits advocacy as the administration of federal disability programs shifted to the Social Security Administration.

1985: Took over the Certification Review Program at the request of Alameda County Mental Health.

1987: Selected to operate the Patients' Rights Advocacy Program in Alameda County.

1989: Began providing representation for patients in Capacity Hearings.

1995: Organized and sponsored the African American Family Support Group.

1997: Launched the Family Caregiver Advocacy and Support Program with a United Way grant, providing on-site support at John George Psychiatric Hospital.

1999: Program funding continued through Alameda County Mental Health after the United Way grant ended.



2003: Contracted to serve as Patients' Rights Advocate for San Mateo County.

2008: Selected to administer the Medi-Cal Consumer Complaint process for Alameda County.

2009: Opened the Family Education and Resource Center (FERC) in Eastmont Town Center; later expanded to Fremont, Pleasanton, and Oakland.

2017: Took over operation of the Family Partnership Program and received funding to expand the African American Family Outreach Program.

2019: Awarded the contract to operate the Patients' Rights Advocacy Program in Marin County.

2022: Expanded the African American Outreach Project to include a warm line and case management.

2023: Awarded the contract to provide Patients' Rights Advocacy services in Sonoma County.

2023: Asked to operate the Family Navigation Program in Alameda County, serving families reentering the community after incarceration while living with a mental health condition.



Impact Report by Program/Service

In 2024–2025, MHAAC programs supported thousands of individuals and families across Alameda, Marin, San Mateo, and Sonoma counties through advocacy, education, and direct services that improve lives and strengthen communities.

Patients' Rights Advocacy

- **5,822** calls answered through the dedicated PRA line
- **7,391** certification review hearings represented
- **610** capacity hearings supported
- **75** investigations conducted
- **574** facility monitoring visits completed

Family Education & Resource Center (FERC)

- **591** warmline calls answered
- **3,727** unduplicated clients served
- **5,800** one-on-one appointments with family advocates

Family Partnership Program

- **48** families served on average each month

African American Outreach Project

- **50** warmline calls answered
- **11** individuals supported through case management
- **98** participants in Saturday workshops
- **76** participants in evening seminars
- **8** members engaged in the book club

Consumer & Family Assistance Program

- **2,713** hours of direct service

Family Caregiver Program

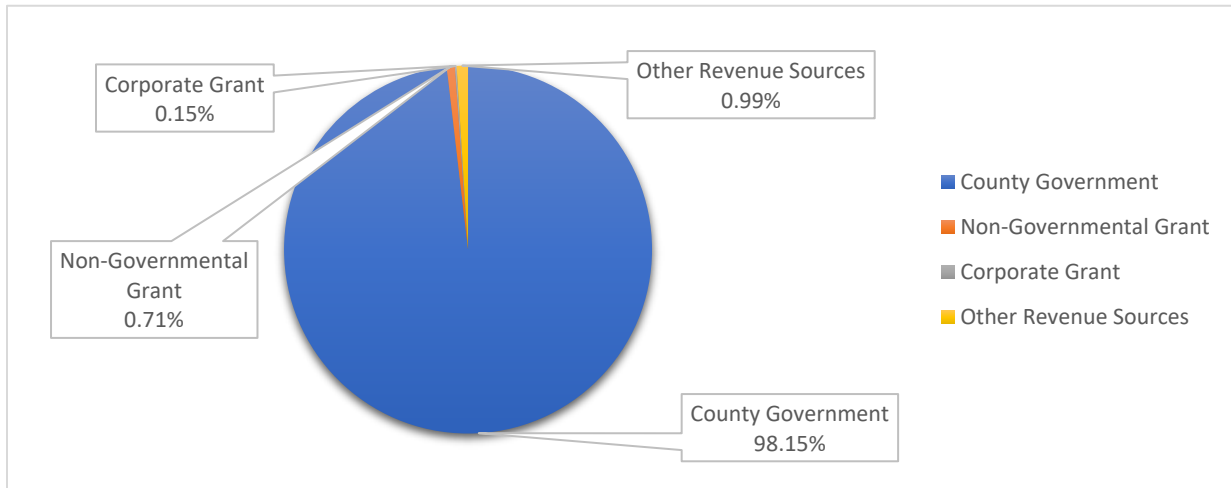
- **280** phone calls
- **480** in-person visits
- **416** email contacts



Budget: Fiscal Year 2024-2025

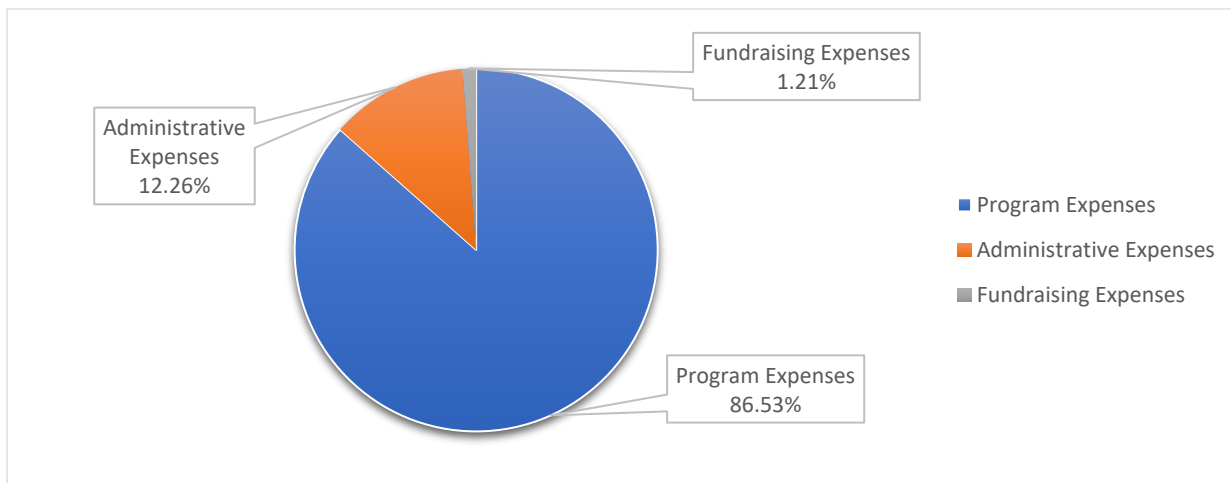
Revenue by Source

In fiscal year 2024 – 2025 the agency generated \$6,763,512 in revenue with the majority of this revenue being derived from county contracts.



Expenses by Source

The agency had total expenses in fiscal year 2024 – 2025 of \$6,763,512. 86.53% of expenses were program related, 12.26% of expenses were administrative and 1.21% of expenses were related to fundraising.



Agency-Wide Highlights

During the last fiscal year, the agency has continued to grow and improve services for the community. Some of the highlights include:

- **Strengthened Leadership:** Added a Director of Programs position to the agency to provide closer oversight of all agency programs as well as a position focused on quality of services.
- **Recognized for Excellence:** Awarded Platinum Bell Seal for Workplace Mental Health for the second year in a row from Mental Health America.
- **Enhanced Suicide Prevention:** Implemented the Columbia-Suicide Severity Rating Scale to improve services to individuals who are at risk of suicide. All agency staff were trained by Columbia University prior to implementation.
- **New Home in Berkeley:** Moved the administrative office and various programs to Berkeley and held a celebratory open house.
- **Outdoor Wellness Activities:** Received grant funding from Mental Health America in partnership with L.L. Bean. This funding allowed the Family Education and Resource Center to offer monthly outdoor activities focused on improving mental wellness of participants. Activities offered included boating at Lake Chabot, Yoga and Meditation at Alameda Beach, Healing Drumming at Lake Merritt, and biking along the bike path from Oakland to Alameda. All activities were offered at no cost to participants.
- **Support for Families:** Received grant funding from MetLife. This funding allowed us to provide additional concrete support to families served by the Family Partnership Program. Types of support provided include groceries, back to school supplies, rental assistance, and furnishings.
- **Community Partnerships:** Partnered with Mountain Mike's Pizza for fundraising.
- **Fitness for a Cause:** Partnered with Orange Theory for fundraising.
- **Powerful Performance:** Hosted Brian Copeland at the Marsh Theater in Berkeley. Mr. Copeland performed his one man show *"The Waiting Period"* in which he describes a dark period in his life when he considered suicide. It was a moving and impactful show.
- **Annual Celebration:** Held our second annual winery fundraiser *"A Toast to Hope"* at Dashe Cellars in Alameda.
- **First-Ever Concert:** Held the agency's first concert *"Rock the Estate"* at the Dunsmuir Estate in Oakland.



Thanks to Our Supporters This Year!

3 Steves Winery
Adeline Yoga
Alameda Health Systems
Alexander & Willa Ashe
Almond and Oak
Alternative Technology
Ambrose Solar
America's Best Local Charities
American Online Giving
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Austra Gauger
Babette Cafe
Baker Botts
Barbara Jacobs
Becker Boards LLC
Ben Leet
Berkeley Bowl
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Deborah Farrell
Double Tree Berkeley Marina
Hotel
Elizabeth Rebensdorf
Ellen March Woods

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George and Janet King
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Kathy Overmoe
Kay Powell
Kitchen on Fire
Lake Chabot Golf Course
Leabah Winter
Lindsey Higgins
Lorin Brocato
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The Allen Group
The Wine Mine
Thomas Burt
Total Wine & More
Trader Joe's
United Way
V Dickerson
Wayne & Susan Henry
Willie M. Campbell

MHAAC is grateful for your ongoing support. With your help we are able to continue to provide ongoing services and advocacy to our communities. We could not do it without you.



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