Greetings! I’ve had the privilege of being the Executive Director of Cal Voices for 24 years. During this time, we have experienced tremendous growth and impact with our advocacy efforts. Those early years were challenging indeed considering my first year our funding was a total of $77,000 and I was pregnant with my third child. As you review our financial picture, you will see that our 2019-20 budget was over $5m. This work has been painstaking at times, but always incredibly rewarding. As a single mom of four children in total, I was personally presented with my own challenges, both mentally and physically. Working on my wellness has always been a part of my own personal journey and I am grateful for having learned so much about the recovery process.

During 2020, we are facing unprecedented challenges with the pandemic and rising rates of suicide, mental illness and decreasing budgets for services and supports. As we live through these experiences, we draw strength from our longstanding ability to survive turbulent times, economic downturns, and the ever-changing landscape related to mental health services in California. I am convinced that our ability to remain resilient and agile is due to our steady focus on our values and mission. Not only have we experienced the pandemic during 2020, but we have witnessed a fractured nation wrestling with issues of systemic racism and social justice. Cal Voices is committed to working with our communities to address these systemic problems impacting all public serving systems, including mental health, criminal justice, public health, child welfare, etc. We believe these are the important advocacy issues of our time and continue to persevere to effect system change.

We continue to remain committed to our values of advocacy, recovery and peer support. While we have been tempted during past economic downturns to move into more treatment services and clinical supports, we have resisted those pressures. As such, we continue to be successful in our advocacy efforts which underpins our philosophy that staying true to your values, your true self, and your belief system creates not only a mentally well individual but a mentally well community.

Susan Gallagher, MMPA
PATIENTS' RIGHTS ADVOCATE

The Patients’ Rights Advocate (PRA) receives, investigates, and seeks to resolve complaints from or concerning clients residing in licensed mental health or community care facilities regarding abuse, unreasonable denial, or punitive withholding of rights guaranteed under the California Welfare and Institutions Code. To this end, the PRA represents the explicit expressed interests of adult and adolescent clients in resolving complaints related in inpatient care and at certification review hearings in accordance with the provisions of Welfare and Institutions Code Section 5250 et seq.

MOM CHAT

MomCHAT is a partnership between Cal Voices and Amador County. This program aims to support mothers at crucial points during pregnancy and postpartum in an effort to reduce or eliminate mental health challenges from occurring or becoming severe. The peer support worker provides ongoing case management, referrals and resources to program participants.

SIERRA WIND WELLNESS & RECOVERY CENTER

Sierra Wind is a peer-led self-help center offering advocacy, support, resource linkage, benefits acquisition, culturally diverse support groups, patients’ rights advocacy, and free meals daily. The program is funded by the Mental Health Services Act through Amador County Behavioral Health Services. All are welcome at Sierra Wind.
THE LABYRINTH PROJECT

For thousands of years, labyrinths have been used as a holistic method of reducing stress and increasing mindfulness. The Project provides 12 labyrinth walks in the community throughout the year. There is a labyrinth in the community that is available for residents to walk at any time. This project aims to increase knowledge and understanding pertaining to mental health and improving timely access to behavioral health services.

PLACER COUNTY

PLACER COUNTY ADULT ADVOCACY PROGRAM

Our Family and Friends Coordinators (FFCs) advocate for system transformation in Placer County’s Adult System of Care to improve services and supports for the family members and caretakers of adult mental health clients.

The Consumer Affairs Coordinator (CAC) provides consistent feedback and resources to Placer County’s Adult System of Care leadership team and Workforce Education and Training Coordinator regarding workforce and training opportunities for, and barriers and challenges to, consumer employment. Our CAC also provides training and technical assistance to county mental health program staff, contracted mental health programs, and adult consumer programs to improve mental health services.

The Placer County Speakers Bureau, is a group of current/former consumers and family members who present inspirational stories of recovery from mental illness across Placer, Sacramento, and Nevada counties. Presentations range from 15-60 minutes, with time for questions and answers at the end. Presentations can be tailored to an audience’s unique interests or emphasize specific subject matters. Speakers are also available to present on evenings and weekends.

PLACER COUNTY PARENT PARTNERS

Family Advocates use creative, culturally sensitive, and strengths-based thinking to support families in achieving their goals. We believe families are the experts in knowing their own needs and that extra support from someone who can relate makes the difference between delayed progress and a successful outcome. Services are located in Roseville, Rocklin, Auburn, and Tahoe.

Family Advocates:

- Provide support to families receiving services from Placer County’s Children’s System of Care, including Behavioral Health, Drug Court, Child Welfare, and Juvenile Probation Services.
- Create linkages between teachers, juvenile probation officers, mental health workers, and social workers.
- Support families in court proceedings, treatment team meetings, and school meetings.
- Assist families in being equal partners with professionals assisting them.
- Provide an opportunity for parents to benefit from the support and understanding of other parents who have gone through similar experiences.
- Link families to community resources and supports.

**SACRAMENTO COUNTY**

**CLIENT & FAMILY VOICE (ADULT ADVOCACY)**

Cal Voices’ Consumer Advocate Liaison (CAL) actively participates in Sacramento County’s Behavioral Health Services management meetings, policy development meetings, program planning and development and implementation meetings, and system of care meetings. Our CAL regularly informs County leadership of issues, gaps, research, trends and developments related to needs of consumers of mental health services. The CAL also serves as a resource for adult consumers discharged from acute care by providing system navigation, advocacy, information, referral and support.

Cal Voices Family Advocate Liaison (FAL) actively participates in Sacramento County’s Behavioral Health Services management meetings, policy development meetings, program planning and development and implementation meetings, and system of care meetings. Our FAL regularly informs County leadership of issues, gaps, research, trends and developments related to needs of the family members and caretakers of adult mental health clients. The FAL also offers consultation related to the family member perspective to policy and program development committees, workgroups and task forces, system providers, and partners.

**CONSUMER OPERATED WARMLINE**

The Warmline is a non-crisis phone line which offers supportive listening, referrals to mental health resources, and more. The Warmline is staffed by a culturally diverse team of Cal Voices employees and volunteers, all of whom are living in recovery from mental illness. The Warmline provides support services in the following languages: English, Spanish, Vietnamese, Russian, Chinese, Hmong, and Sinhala.

**KAISER PERMANENTE PEER PARTNERS**

Peer Specialists work within Kaiser’s Center for Integrated Care (CIC) and provide individual peer support, information and referrals, mentoring, and advocacy skills to clients receiving public mental health services through and provide encouragement, motivation and support to clients seeking to establish or strengthen their recovery. Peer partner services are only available to Kaiser CIC patients.
MENTAL HEALTH MATTERS TV

Mental Health Matters™ is a monthly television talk show, produced by mental health consumers and their family members, that highlights issues relating to mental health. The show can be seen on the first Saturday of every month at 7:00 pm. Sacramento area Comcast and local television subscribers can view Mental Health Matters™ program on channel 17; U-verse subscribers can see the show on channel 99.

SACMAP

SACMAP a suite of tools that helps community members navigate and access Sacramento County’s mental health services. Tools include an online resource finder, a resource guide, as well as a video tutorial to help you utilize the website. Virtual workshops will be held in 2021 and 2022.

SACRAMENTO ADVOCACY FOR FAMILY EMPOWERMENT (SAFE)

Family and Youth Advocates work to ensure that the needs of youth and families are being met by the public mental health system. This is done through empowering youth and family members to have a voice at all levels of system care and public policy. SAFE Advocates also provide support groups for families and youth who are served by Sacramento County’s Children’s System of Care, which includes Behavioral Health, Juvenile Justice, and Child Protective Services. Our SAFE staff offer education and training to organizations throughout Sacramento County and are available to speak about youth mental health topics at various events. We provide services in English and Spanish.

SENIOR PEER COUNSELING/OLDER ADULTS

The Senior Peer Counseling/Supporting Community Connections program provides peer counseling, referrals, community connection and advocacy for adults 55 years and older, who are isolated, homebound older adults in Sacramento County by linking caring volunteers with older people in need of a friend. In just a couple hours per week, volunteers are able to reduce isolation, and improve quality of life, all while building new connections within the community. The program also provides community education and training about mental health issues, cultural competency and the value of volunteering.

SACRAMENTO PEER PARTNERS

Our Peer Partners work within Sacramento County’s Behavioral Health Services and provide individual peer support, information and referrals, mentoring, and advocacy skills to clients receiving public mental health services. Peer Partners meet with clients and their family members or support persons while clients are receiving inpatient psychiatric services and offer mentoring and/or coaching to clients by helping clients set recovery goals, develop individual Wellness and Recovery Action Plans, solve problems directly related to recovery, and provide encouragement, motivation and support to clients seeking to establish or strengthen their recovery.
#OUT4MENTALHEALTH

#Out4MentalHealth is a statewide project that engages LGBTQ people throughout California to develop a mental health equity agenda and offer tools and resources that address these disparities and make our shared goals a reality. If you would like assistance with improving LGBTQ mental health services in your county, please email for technical assistance. Email us to be added to an interest list and be the first to learn about new opportunities to get involved. For more information, email us.

ACCESS CALIFORNIA

ACCESS California is a statewide consumer-led public mental health advocacy program. ACCESS works to strengthen and expand local and statewide client stakeholder advocacy in California's Public Mental Health System through individual and community empowerment. Through our ongoing research, data collection and evaluation, legislative and policy analysis, advocacy, education, training, outreach, and engagement activities, ACCESS implements strategies to elevate the voices, identify the needs, and increase genuine public participation of client stakeholders to drive truly transformative change in the Public Mental Health System. For more information, check out the ACCESS California website or email us.

ACCESS to Opportunity represents the interests and mental health needs of consumers with lived experience of criminal/juvenile justice involvement and their family members. It is a unified statewide advocacy, capacity building, outreach, awareness building, and education program intended to improve systems and services for adults and youth at the intersections of behavioral health and criminal justice across California. For updates on our forthcoming ACCESS to Opportunity project, please subscribe to our email list. For more information, check out the ACCESS California website or email us.

WISE | WORKFORCE INTEGRATION SUPPORT AND EDUCATION

WISE U is an 11-day interactive peer training course. It's designed to increase the peer workforce and aid in the development of peer support services already within substance-use disorder and mental health service settings. The primary goal is to assist WISE U participants with placement into a full-time or part-time, paid or volunteer peer position in the public mental health field. For more information, check out the WISE website or email us.
PROGRAM IMPACT

ADVOCACY

TOTAL SERVED BY ACCESS CALIFORNIA THROUGH TRAINING AND TECHNICAL ASSISTANCE

2000+ INDIVIDUALS

13

LEGISLATIVE ADVOCACY LETTERS
Topics included advocacy, peer support, recovery, MHSA Community Planning Process, retaining fidelity to MHSA principles, COVID tracking in the PMHS, and flexibility for tele-health during COVID 19

191

PARTICIPANTS AT STATEWIDE CONFERENCE
Number Served
870

Virtual Gatherings
120 attendees

Training
700 participants

Technical Assistance
50 organizations and individuals

Community Survey
2875 responses
PEER SUPPORT

EMPLOYEES AND VOLUNTEERS

Over 81% of those providing peer support at Cal Voices are volunteers working in programs across the lifespan reflecting diverse communities.

CONSUMER OPERATED WARMLINE

10,702 WARMLINE CALLERS
1176.5 VOLUNTEER HOURS
OLDER ADULT/SENIOR PEER COUNSELING

WELLNESS RECOVERY ACTION PLAN (WRAP) is a self-designed prevention and wellness process that anyone can use to get well, stay well and make their life the way they want it to be.

WISE U PEER TRAINING AND PLACEMENT PROGRAM

77 individuals trained

48 individuals placed in peer positions

Food & COVID baskets distributed

12,269 support group participants

154 volunteer hours

34 WRAP groups

510 participants

12,269 support group participants

154 volunteer hours

77 individuals trained

48 individuals placed in peer positions

34 WRAP groups

510 participants

Food & COVID baskets distributed
ACCESS TO OPPORTUNITY | SOUTHERN AND SUPERIOR REGIONS

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FINANCIALS

- Net Assets: $3.9M
- Net Liabilities: $1.7M
- Total Liabilities and Net Assets: $3.9M
DONATE TO CAL VOICES!

Network for Good is the nation’s largest online charitable giving platform. You can make a one-time or recurring tax deductible donation to Cal Voices today! Go to www.nfggive.com and search for Cal Voices.

Amazon makes it easy! Just shop and they’ll donate 0.5% of eligible purchases to Cal Voices—no fees, no extra cost. Go to smile.amazon.com, click on Your Account, and then select the option to Change your Charity.

Donate Your Time! Become a volunteer at Cal Voices, where what you do makes a difference! We have a variety of opportunities to help fit your passion! Apply today! https://bit.ly/3fYjzVo

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