





# The Leadership

The last year presented our community, our nation, with profound challenges – and BACS was there to step up and step in to meet those challenges, one life at a time. In and around the Bay Area, poverty, homelessness, incarceration and more has changed the course of what it means to walk down the streets in our neighborhoods. At the same time, the cityscape of our cities is changing – cranes building new high-rise expensive buildings while more and more individuals are uprooted from their homes and fall in to homelessness. All during this time, BACS celebrates its 65th anniversary of uplifting our communities in and around the Bay Area.



Over the last 65 years, BACS has served over 100,000 families.

Today, with the demands facing our communities, BACS has dramatically increased our operations, footprint, and program interventions. In the last year our budget has doubled – our staff has doubled – and the amount of people served has doubled.

As an organization born in Oakland, with deep roots throughout our communities, BACS and its constituencies have agreed on a Strategic Plan to guide the next few years of our work. We will focus on three key solutions—housing, community, and sustainability—to meet the growing behavioral health and housing needs, in the Bay Area and beyond, providing the highest quality of care while effectively using community resources.

As you read our accomplishments, progress, and assessment of community needs in the forgoing Annual Report, I urge you to think about the lives, the faces, the people we serve every day. And trust that BACS is here in pursuit of our mission and vision—to uplift under-served individuals and their families by doing whatever it takes, in pursuit of a world where everyone is healthy, safe, and engaged in community wellness.

Thank you,

A stylized, handwritten signature in blue ink, consisting of a large loop followed by a series of connected, flowing lines.

Jamie Almanza, MBA  
Executive Director

## Our Mission

Our mission is to uplift under-served individuals and their families by doing whatever it takes.

## Our Vision

BACS envisions a world where all people are healthy, safe, and engaged in community wellness.

## Our Story

In 1953, BACS became one of the very first community-based nonprofits in the Bay Area. Our founders were ahead of their time, with a mission to keep people out of institutions and connected to their communities through specific services for adults and older adults who were high-risk, struggling with mental illness, and rejected by their community.

**Over the last 65 years, the Bay Area has changed dramatically – yet some things remain the same.** Many societal issues – homelessness, substance use, racial prejudice, and behavioral health challenges – are still handled by locking people up. When they get out, they find themselves homeless, destitute, and caught in the same vicious cycle. Their families have disconnected from them, or worse, their families too are in the same vicious cycle. Since 1953, BACS has been a leader in community development, social justice, and advocacy for those who need it most.

We stay on the forefront of problems that affect people who are in urgent need of help. Who are they? They are the people without homes. They are the families who must battle racial injustice. They are the individuals with mental health challenges. They are the individuals with substance use problems. They are the 100,000 people BACS has helped over 65 years.

**The next 65 years begin today.** And BACS is determined to do whatever it takes to make sure that the complex issues of today do not dictate the future. BACS' community investors, funders, staff members, and participants, are working to change the narrative for more than 7,500 people each year, and for our community as a whole.

## Our Values

- ♥ Accountability
- ♥ Community
- ♥ Engagement
- ♥ Innovation
- ♥ Integrity
- ♥ Wellness
- ♥ Prevention

# The Programs



## MODERNIZING Mental Health

Our services span from the first sign of crisis, during treatment, and beyond wellness. We help teens experiencing their first signs of mental health issues, adults who want to live or work independently and need the tools to do so, and many others. We believe that wellness and recovery are possible for everyone, and our services are individualized based on need.



## HOUSING Solutions

BACS is committed to ending homelessness—permanently. We use direct outreach to find people where they are at, whether it is on the street, in encampments, or more. Then, we do whatever it takes to find them permanent, sustainable housing. We offer interim housing, benefits assistance, job support, food support, housing application fees, and more.



## THUNDER ROAD Youth Services

BACS' Intensive Youth Services empowers youth to recover from substance use through intensive inpatient and outpatient services. Mental health and substance use issues can trap youth in the criminal justice system before they are adults, without giving them a chance to succeed. Thunder Road makes sure that youth who need help have a community of support.



## AGING WITH Independence

Bay Area Community Services (BACS) is committed to ensuring that all elders can live independently, safely, and in the community of their choice. Our programs help elders remain in their homes, stay well-nourished and healthy, and avoid permanent out-of-home care.

# The Annual Impact

This year, BACS opened new programs, expanded our reach to more communities than ever, and more than doubled the number of people we help each year! Here is some of the major news from this year at BACS:

## Thunder Road Joined BACS

Thunder Road, the only facility of its kind for teens in the Bay Area, joined BACS in 2017! Thunder Road helps youth struggling with behavioral health & substance use issues, supporting with recovery/wellness, education, employment training, & more. Thunder Road helps change the narrative & create a community of support for teens and their families.

## BACS Opened More Programs to Address Homelessness

Due to unprecedented demand, BACS opened 3 new Alameda County programs to address homelessness! Our programs target all sides of the issue—we work with landlords to create more housing opportunities, with people living on the streets to move into housing, and people on the brink of homelessness to keep them housed.

## CARF Accreditation Resulted in Highest Achievement

The Commission on the Accreditation of Rehabilitation Facilities visited BACS in 2017. CARF issued us a 3 year accreditation, the highest level of award! This affirms the high quality of our programs and services, and our quality improvement efforts.

## First Berkeley Program Opened

This year, BACS opened our first program in Berkeley, the Pathways STAIR Center, helping address the growing housing crisis. In this rapid housing program, we move people off the streets into temporary housing in West Berkeley, where we support them with mental health, hygiene, health, and job needs.

## Rosewood Brought Much-Needed Support to Solano County

In 2017, BACS officially opened Rosewood Crisis Residential Center, for people in active psychiatric distress. We provide a serene environment where people who need support come to cope and heal. Modeled after our Woodroe Place site in Hayward, these programs help save millions of taxpayer dollars each year by decreasing emergency psychiatric hospitalization.

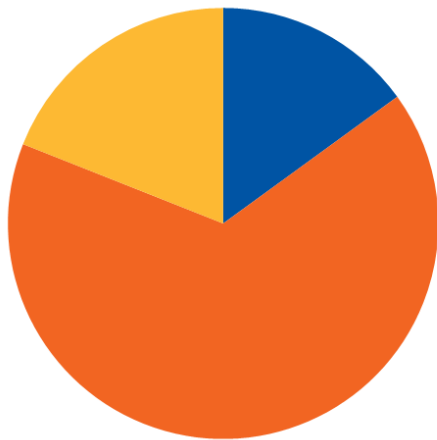
This year, BACS provided services to **5,424** unique individuals.

BACS' 20 service sites, located across Alameda County and Solano County, helped people living in 44 Bay Area cities!

*Did you know? The highest concentration of BACS participants is in Oakland!*

## Our Participant Demographics

### Ages



■ 24 & under - 15%

■ 25 to 59 - 66%

■ 60 & older - 19%

### Race/Ethnicity

■ Black/African-American - 48%

■ White/Caucasian - 31%

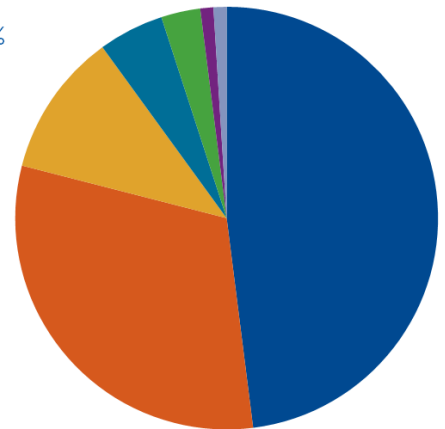
■ Multi-Ethnic - 11%

■ Asian / Pacific Islander - 5%

■ Latino/a/x - 3%

■ Native American - 1%

■ Other - 1%



BACS welcomes and supports people of all gender identities, orientations, backgrounds, ethnicities, and immigration status.

We are an ally to the LGBTQQIA+ community, and we will do whatever it takes to help uplift our participants. This year, BACS worked with more than 450 people who identify as LGBTQQIA+.



Debra loves Oakland, but when she became a single mother, she and her two children struggled. Eventually, Debra was unable to make rent, and came home to an eviction notice. Without a rental agreement, she ended up living on the streets. But then, Debra came to BACS for help. Debra recently moved into permanent housing!

"I wanted to prove to myself that I could get back on my feet, that I could be happy. It's because of BACS that I made it today. They blessed me with my apartment. I'm happy, and I'm glad I succeeded. All my life I never succeeded, but now I have." - Debra



Glenn lived in Piedmont for many years, but went to prison after his illegal business activity was discovered. He felt truly rehabilitated in prison, but struggled with homelessness after he got out. BACS was able to help Glen get into housing, find satisfying employment, restore his benefits and healthcare, and get his life back on track.



"I was learning to re-build my life. That's what BACS is about. What BACS can do for me, it can do for anybody. Without BACS, I wouldn't have known what's possible again. And what's possible is what's imaginable." - Glenn

Matthew started using drugs at age 14. His parents struggled with substance use as well, and he found himself falling into the same patterns. When he woke up after a near-lethal amphetamine binge, he knew he needed to change. Matthew came to BACS' Thunder Road program for inpatient services and has been in recovery since.

"Thank you for helping me understand that you can have fun and be sober! Thanks to BACS, I am in recovery, I am in school, and I have a future." - Matthew



# The BACS Difference

Each year, BACS conducts a survey of our many participants across our housing programs, behavioral health services, and community programs – and this year, results were better than ever! This is part of BACS' Continuous Quality Improvement process, so we can consistently tweak & improve our programs to best serve the community.

97% like the services they receive



97% feel BACS staff believe they can grow, change, and recover



95% feel staff are willing to see them as often as necessary



95% feel BACS staff are sensitive to their cultural background



91% would recommend BACS to a friend or family member



90% deal more effectively with daily problems as a result of BACS services





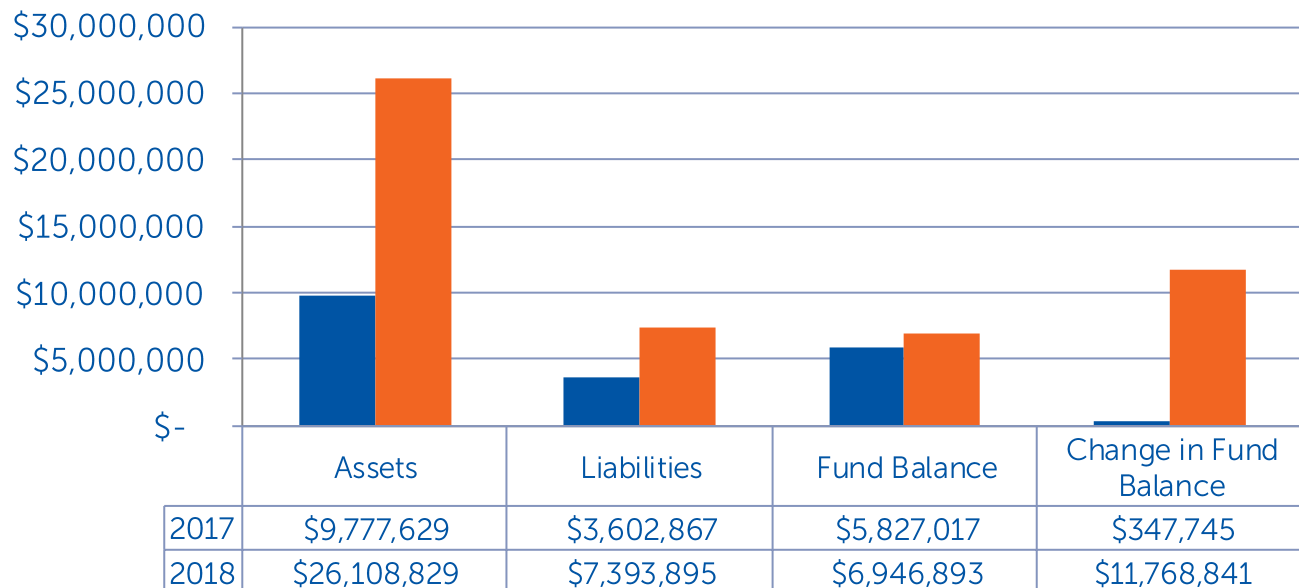
# The Finances

This fiscal year (07/01/2017—06/30/2018), BACS' budget was \$33,443,022. Last fiscal year, BACS' budget was \$21,102,816 - a 58% growth in one year!

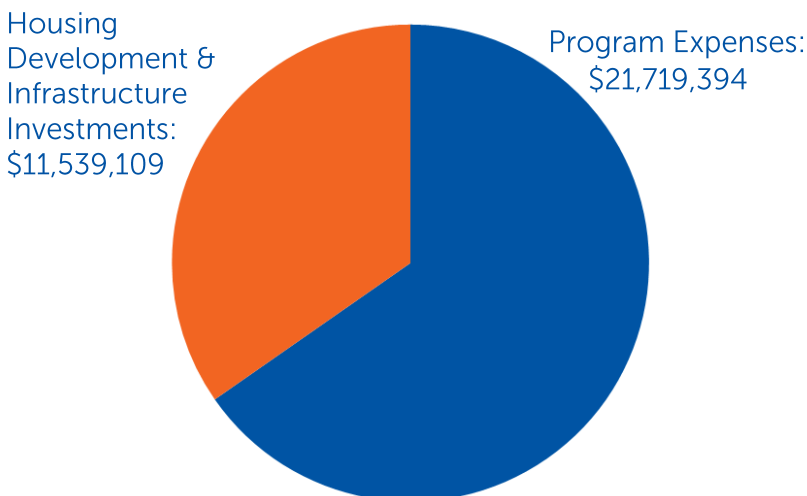
BACS' administrative overhead rate is only 10%, meaning that 90% of our budget goes directly to program expenses, investing in housing and infrastructure improvements.

## Our Growth

■ 2017 ■ 2018



## Budget Breakdown



## BACS Thanks

Thomas J. Long Foundation  
Jonathan Logan Family Foundation  
Walter & Elise Haas Fund  
San Francisco Foundation  
East Bay Foundation on Aging  
Schwab Charitable Fund  
Sprouts Healthy Communities Foundation  
Mendelson Family Fund  
Donahue Fitzgerald LLP  
and the hundreds of donors who make community change possible

BACS is governed by a volunteer Board of Directors. We are a 501(c)3 agency. Our volunteer Board members guide BACS activities, in accordance with our mission, our vision, and our values. Our Current Board of Directors includes:



**John Steinfurst, LCSW**  
Board Chair



**Quinn Lung**  
Board Vice Chair



**Darryl Moore**  
Board Treasurer



**Judith Bloom, CPA**  
Board Secretary



**Rena Rickles, Esq.**  
Immediate Past Chair



**Eric Dyce**  
Board Member



**Porsche Gordon**  
Board Member



**Rebecca Altman**  
Board Member



**Jamie Almanza, MBA**  
Executive Director

This year, BACS' 180 staff members embodied our 'whatever it takes' motto.

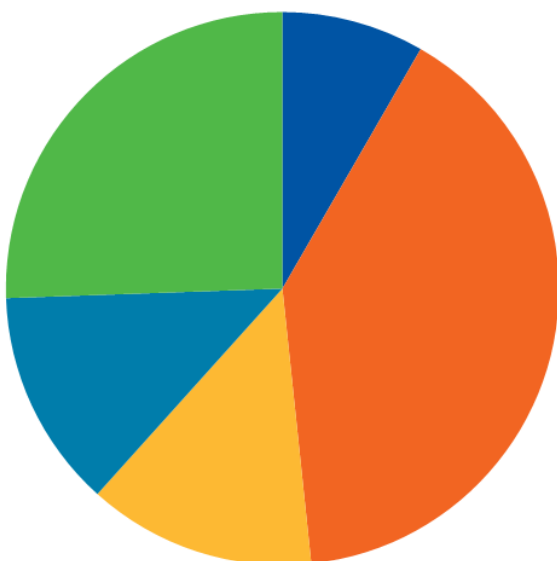
BACS' team is made of expert clinicians, people with lived experience of homelessness and/or behavioral health issues, and people who want to make a difference. This year, we promoted 21% of our workforce alone. They come from, live in, and represent the communities we serve.



Our team is filled with smart, creative, socially conscious, and dynamic people who are committed to providing the highest level of quality services. We live and breathe social justice & equality. We believe in our people.

BACS' team is diverse and inclusive. We support & welcome people of all backgrounds, expertise, identities, and orientations. 22% of the BACS team members are multi-lingual.

## Race/Ethnicity



- Asian / Pacific Islander - 8%
- Black / African American - 40%
- Latino/a/x - 13%
- Multi-Ethnic - 13%
- White / Caucasian - 26%





Administrative Headquarters:  
390 40th Street, Oakland, CA 94611  
[bayareacs.org](http://bayareacs.org)  
510.613.0330  
[bacs@bayareacs.org](mailto:bacs@bayareacs.org)