

# HOPE COOPERATIVE

(Formerly TLCS, Inc.)

SERVING SACRAMENTO COUNTY FOR  
NEARLY 40 YEARS



# 2018 ANNUAL REPORT

## FY18 Financials

Revenue: \$11,687,649.20

Expenses: \$11,104,329.21

Net income: \$586,672.04

## IMPACT BY THE NUMBERS

6,000 people served.

**3,815** individuals served through intensive case management, permanent supportive housing, life skills education, psychiatric services and therapy, residential support services, opportunities for social connectedness, and meaningful activities.

**3,200:**

**916-RESPITE**

**The number of times our Mental Health Crisis Respite Center Intervened in a crisis, diverting would-be incarcerations and hospitalizations. This program is available to anyone in Sacramento County experiencing a mental health crisis.**

**440**

**individuals sheltered and kept off the streets in permanent supported housing.**

**Of the clients housed in our case management programs, 90% remained housed six months or longer.**

**200 weekly warm meals served.**



# A MESSAGE FROM EXECUTIVE DIRECTOR ERIN JOHANSEN

If you read the newspaper, watch the local news, or drive the streets of downtown Sacramento and the surrounding region, you know that homelessness has become a visible crisis in our community. The lack of affordable housing capacity has exacerbated an already daunting problem, and the longer individuals and families remain on the streets, the more vulnerable they become. Trauma, fear, and distrust makes acceptance of services difficult for many, but especially for those dealing with serious mental illness.

We serve over 6,000 of these individuals each year. Our strategic approach focuses on prevention, recovery, and stability. This year our City and County leaders joined forces to create a comprehensive plan to address this growing problem and we are grateful for their leadership, but it takes

the participation of everyone in our community to make a difference in the lives of those who are the least fortunate. You, our donors, make it possible for us to fulfill our solemn duty to make a difference in the lives of those in our community who are most in need. Your gifts, big and small, make a huge impact in the lives of nearly 6,000 Sacramento County residents each year.

Our services are delivered to an often fragile population with the kindness and support needed for initial engagement and continued retention and success. Our programs work because they are tailored to meet the individual needs of the clients we serve. Our approach provides hope, and hope changes lives. Through our clients we've learned that with hope, potential for life change is not only possible, but oftentimes miraculous.

Here are some of the milestones you've helped us reach in 2018:

We changed our name to **Hope Cooperative!** After years of answering the question, "What does TLCS stand for?" we answered the question directly. We stand for **HOPE**.

In partnership with Wind Youth Services, Sutter Health, HUD, TOT funding, and individual supporters, this fall we launched a new program, *Possibilities*, that will provide a hopeful future to 30 young people each year experiencing homelessness in our community. The two-year program places an emphasis on helping youth find and keep a job that pays a living wage. With this preventative approach, our goal is to help youth learn to live successfully on their own so they stay off the streets for good.

Our Mental Health Crisis Respite Center intervened in over 3,000 mental health crises this year, which is 3,000 times people did not seek services at the emergency room.

We served over 1,000 individuals in intensive case management, including those in mental health court, and thanks to expansion dollars from Sacramento County we have been able to help even more homeless or unstably

housed people stay out of jail, off the street, and working toward recovery and stability.

With support from Kaiser and Dignity Health, we added a fully-certified substance abuse treatment component to serve clients who struggle with co-occurring diagnoses, and we are poised to expand this program to everyone in our system.

This fall we merged with another mental health provider, adding 1,600 new clients to our portfolio and creating a seamless way to step people up or down in services to further enhance and support their recovery and stability. We are now 214 employees strong and growing.

As we look to the future, we hope to bring three new permanent supportive housing projects to the region, creating more than 300 new homes for our clients, with the first slated to begin building in Citrus Heights in 2019.

With every effort we lead with hope. We thank you for supporting Hope Cooperative's mission to transform and empower the lives of those living with mental health challenges and homelessness.





Return mental health visits to local emergency departments dropped by **62 percent** in the first year of the Triage Navigator program, with 2018 numbers poised to reflect an even greater impact.

# TRIAGE NAVIGATORS

**T**he Triage and Peer Navigator Program is a collaboration between the Sacramento County Department of Behavioral Health Services and Hope Cooperative. The program serves Sacramento County children, youth, transition-age youth, adults, and older adults experiencing a mental health crisis resulting in functional impairment that interferes with primary activities of daily and independent living.

## How Can the Triage and Peer Navigators Help?

Triage and Peer Navigators understand what people are going through. They compassionately walk people through the difficult and stressful experience of a mental health crisis and help them navigate a complex system of care to find the resources and help they need. These para-professionals are trained in a variety of interventions that, when coupled with compassionate support, can make the experience

less traumatizing for the individual. Services include:

- Crisis intervention and safety planning.
- Help accessing mental health services, primary care, employment services, alcohol or drug services, financial assistance programs, services for children and families and other social services as needed.
- Peer support from staff members who have been through similar challenges.
- Education and support to help prevent future crises.
- Navigator support for up to 60 days after intake at one of our partnering locations.

### **Program Locations:**

- Mercy General Hospital Emergency Department
- Mercy San Juan Emergency Department
- Methodist Hospital Emergency Department
- UC Davis Medical Center
- Sutter Medical Center Emergency Department
- Kaiser South Sacramento
- Kaiser Morse
- Loaves & Fishes
- Sacramento County Main Jail

**Never believe that a few caring people can't change the world. For indeed, that's all who ever have."**

**— Margaret Mead**

**Our donors transform and empower the lives of people with mental illness by supporting independence and preventing homelessness.**

**2017/2018 Donors**  
**\$100,000 and above**

Dignity Health

Sacramento County  
Division of  
Behavioral Health  
Services (DBHS)

SHRA

Sutter Health

United States  
Department of  
Housing and Urban  
Development (HUD)

**\$25,000 - \$99,999**

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Volunteers of  
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**Up to \$25,000**

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