



# FY 24/25 ANNUAL IMPACT REPORT

HOPE HORIZON MENTAL HEALTH



# Letter from the Director

## CONTENTS

|                  |    |
|------------------|----|
| Hello            | 2  |
| Mission & Vision | 3  |
| Growth & Impact  | 4  |
| Financials       | 5  |
| Programs         | 7  |
| Our Team         | 9  |
| On the Horizon   | 10 |
| Thank You        | 11 |

As we reflect on the past year at Hope Horizon Mental Health, I am filled with gratitude for the trust, collaboration, and commitment of our community. Since our founding in 1971 as Operation Helping Hand, we have grown and evolved to meet the changing needs of children and families in Tulare County. In 1979, we became Tulare Youth Service Bureau, and in October 2023, we adopted our current name, Hope Horizon Mental Health, reflecting the growth of our services and mission.

For over 50 years, we have provided children and families with compassionate, evidence-based mental health care, helping to break cycles of trauma and foster resilience for generations to come. From our main campus on K Street in Tulare, as well as five satellite offices across the county, we reached thousands of children and families, offering programs ranging from our specialized Sexual Abuse Treatment Program to school-based therapy and other evidence-based interventions.

Our impact is rooted in collaboration with families, schools, local agencies, and community partners such as Tulare County Behavioral Health, United Way, Child Welfare Services, the Probation Department, and many others. These partnerships allow us to reach more children and families with the care they deserve and ensure that no one is turned away because of limited resources.

As we look to the future, we remain committed to expanding access, strengthening programs, and building a healthier, more resilient Tulare County. Thank you for your continued support, trust, and shared belief in the power of hope and healing. Together, we are making a lasting difference for children and families in our community.

With gratitude,



Nikki Cardoza, LCSW  
Executive Director

## OUR MISSION

Our organization exists to provide compassionate, culturally sensitive mental health services that nurture hope, strengths, and healthy relationships at home, school and in the community. Our Vision is that our clients are happy, healthy, and empowered to achieve their highest potential; becoming self-reliant, accomplished, and able to determine and shape the future.

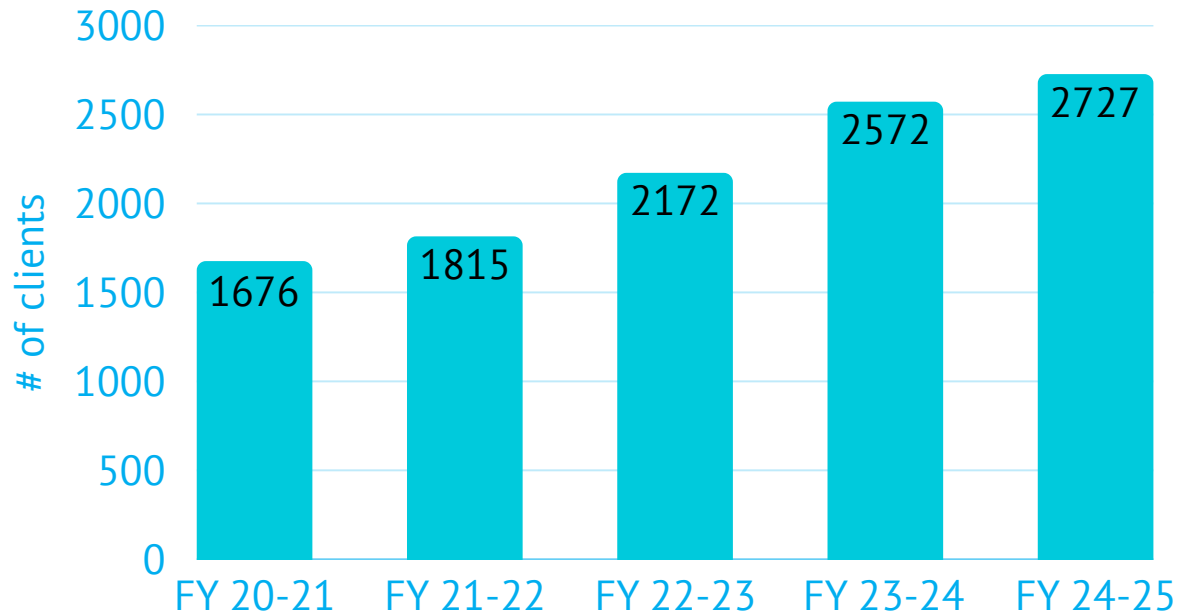
## OUR VISION

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## GROWTH OVER THE YEARS

Since we opened our doors in 1971, we've seen exponential growth. Here's how many unduplicated individuals have been served in the last five years:



## OUR IMPACT

**3,365**

New Referrals  
Received

**1,413**

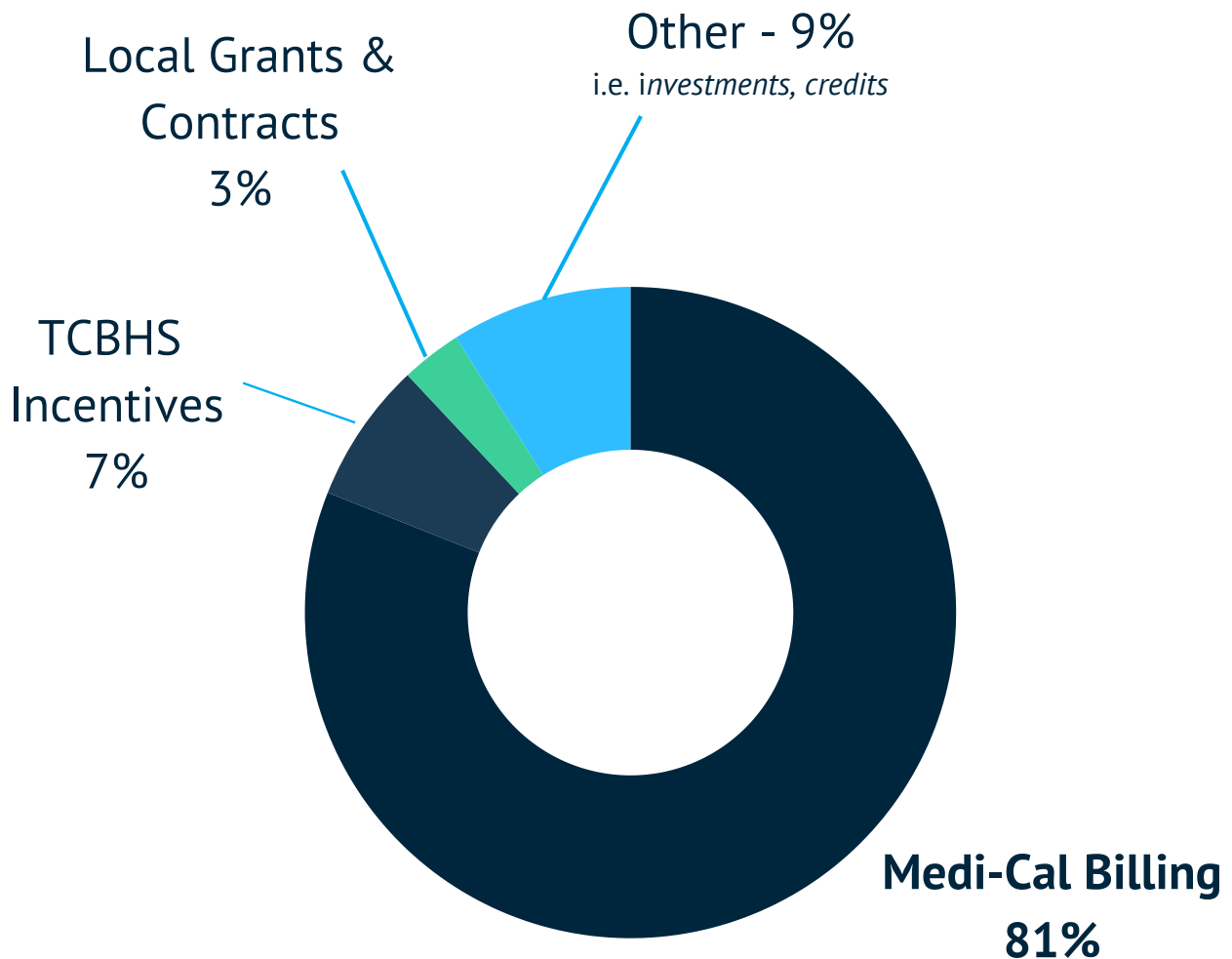
New Clients  
Admitted

**2,727**

Unduplicated  
Clients Served

## FINANCIAL INFORMATION

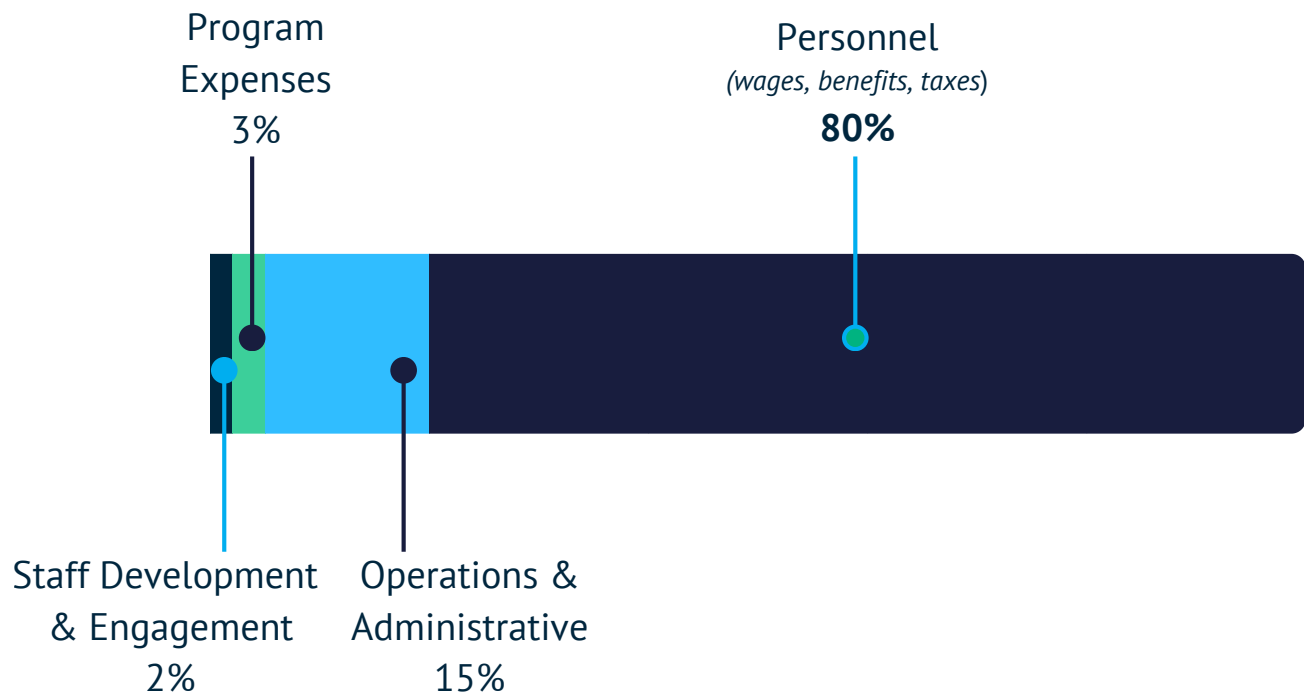
### SOURCES OF REVENUE \$13,995,823



*Note: Figures shown are unaudited. A complete audited statement is available upon request.*



# EXPENSES



At Hope Horizon Mental Health, our greatest investment is in our team (*more info about our team is on page 10*). The majority of our budget supports our skilled and dedicated staff, covering salaries, benefits, and payroll taxes, as well as professional development, training, and team engagement. By investing in our team, we ensure they have the skills and support needed to provide high-quality, compassionate care to children and families.

We also fund program expenses that support our services, including therapy and group supplies and client transportation assistance. Operations and administrative costs keep our clinics running smoothly, covering facilities, utilities, office equipment, professional services, and insurance. These investments together allow Hope Horizon Mental Health to deliver comprehensive services, strengthen partnerships, and respond to the evolving needs of the children and families in our community.

We are pleased to share that our revenue exceeded expenditures this year, allowing us to plan strategically for the future. This result reflects the hard work of our team in billing, effective budgeting and careful spending, and some unexpected income such as ERC funds and reconciliations from prior years. Some of these funds will support planned capital projects, while a portion is being set aside to build reserves for unexpected changes or challenges. This careful planning ensures we remain responsible stewards of our resources while investing in the long-term sustainability of our programs and services.

## PROGRAM HIGHLIGHT: SAT



The **Sexual Abuse Treatment (SAT)** Program is one of HHMH's signature specialty programs, serving as the contracted provider for all of Tulare County. These trauma-informed services support children, youth, and adults affected by sexual abuse and are available at our Tulare office as well as all five of our satellite locations. Services are provided through Medi-Cal billing, serving hundreds of children each year. This program also offers services to those

without Medi-Cal insurance, through the SAT grant program funded by United Way of Tulare County and the Children's Trust Fund. In the 2024–2025 fiscal year, grant-funded SAT services alone reached 23 children and 119 adults.

The **Healthy Boundaries** group is an important component of SAT treatment. It offers caregivers guidance, support, and strategies to help children heal and develop healthy boundaries, reinforcing the family's role in recovery. In the FY 24/25, our team facilitated a total of 9 groups with 33 participants.

Under the umbrella of the SAT program, the **Adolescent Sexual Responsibility Program (ASRP)** serves youth with concerning sexual behaviors. Services are offered through Medi-Cal billing as well as a contract with the Tulare County Probation Department, which covers court-ordered participants. In FY 24/25, ASRP supported 21 youth, including 2 while in custody at the Tulare County Juvenile Detention Facility and 19 in the community, with 15 funded through Medi-Cal and 4 through the grant program.

Finally, the **Sexual Responsibility Program (SRP)**, funded by Tulare County Child Welfare Services, provides parents a therapeutic space to address concerns of alleged sexual abuse when there is no criminal conviction. In FY 24/25, 7 parents participated, focusing on building insight, strengthening protective factors, and creating safer, healthier homes for their children.

# SPECIALTY PROGRAM HIGHLIGHTS

The **Building Bridges Program** offers essential support for pregnant and postpartum parents, providing guidance and hope during one of life's most vulnerable periods. In FY 2024–2025, the program exceeded its goal by serving 127 parents, helping them strengthen their bonds with their children and reduce the challenges of depression and anxiety. Thanks to funding from Tulare County Behavioral Health Services (BHS) through the Mental Health Services Act (MHSA), families can access this vital support regardless of insurance. While MHSA funding will not be available in FY 2026–2027, we are actively exploring new opportunities to sustain and expand this critical program.

The **Parent-Child Interaction Therapy (PCIT) Program**, along with its abbreviated version PC-CARE, helps young children and their caregivers strengthen their bond and develop positive strategies for managing challenging behaviors. Using live coaching through a two-way mirror and earpiece, caregivers practice key skills in real time with the support of a trained therapist. In FY 2024–2025, 134 individuals participated, including 67 new children and their parents, with most showing meaningful improvements in parenting stress



and child behavior. By offering PCIT and PC-CARE at multiple community sites across Tulare County, this evidence-based program makes early intervention accessible and equips caregivers with practical tools to create calmer, more connected homes where children can thrive.

The **First Episode Psychosis (FEP) Program** provides early support for youth showing signs of psychosis, helping them access care before symptoms become entrenched. Youth over age 12 are screened with the PQ-16, and those who meet criteria receive voluntary, individualized services including therapy, case management, family support, and in-person psychiatric care. In FY 2024–2025, 20 clients participated, many showing improvements in symptom management and daily functioning. By addressing challenges early, the program helps young people build resilience, maintain relationships, and pursue their goals.

The **Full Service Partnership (FSP)** program provides intensive, individualized care for clients with the greatest needs, offering multiple weekly services such as therapy, case management, and psychiatry. With the added support of MHSA flex funding, clients receive assistance beyond traditional services, including help with housing, transportation, clothing, food, and extracurricular activities that strengthen stability and recovery. In FY 2024–2025, Hope Horizon Mental Health served 58 clients through FSP and invested nearly \$120,000 in supportive resources to help them meet their goals and improve their quality of life.



## OUR HHMH TEAM:

- Board of Directors
- 6 Executive and Administrative Leaders
- 12 Program Leads, Managers, and Clinical Supervisors
- 39 Therapists (*associate and licensed clinicians*)
- 10 Case Managers
- 1 Certified Peer Support Specialist
- 15 Clerical staff
- 8 Additional Admin (*nursing, facilities, admin assistants, and accounting*)
- IT Contractors
- Psychiatry Contractors



This spring, we had the pleasure of gathering our entire team for our annual all-staff retreat at Happy Trails, a day dedicated to celebration, connection, and rejuvenation. From the moment we arrived, the spirit of collaboration and care that defines our team was palpable. The retreat offered time for self-care, engaging team-building exercises, laughter, and even a little line dancing.

We are deeply grateful to the Happy Trails team for their warm hospitality and for providing the perfect setting for our retreat. Beyond this special day, our partnership with Happy Trails extends throughout the year through **Equine Facilitated Psychotherapy** groups, where children experience the healing power of working with horses while building confidence, emotional awareness, and connection. These programs are a testament to what is possible when dedicated professionals collaborate with caring community partners.

# ON THE HORIZON...

## NEW PROGRAMS



We are excited to be part of the relaunch of the Tulare-Kings Youth Firesetter Prevention and Intervention Program, in partnership with several local agencies. We are also collaborating with Tulare County Behavioral Health Services to soon offer a new specialty treatment service for eating disorders.

## FUNDING CHANGES

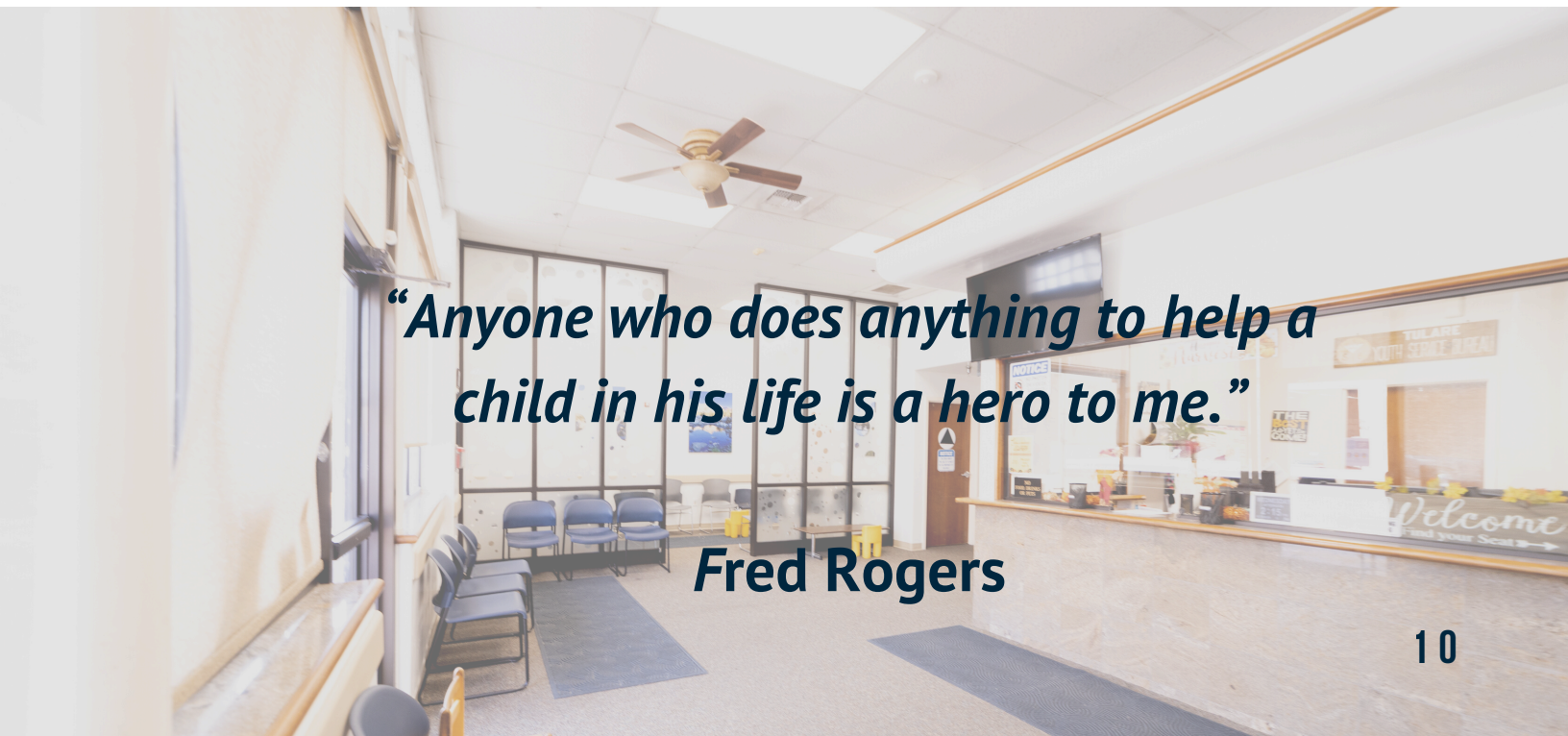


We are closely monitoring funding changes resulting from recent legislation and are proactively planning to address any potential impacts. Our strong partnerships continue to grow, enabling us to expand programs and reach more children and families. In addition, we are pursuing new grant opportunities to support the long-term sustainability of our programs.

## COMMUNITY PARTNERSHIPS



As the mental health landscape continues to evolve, we are seeing positive shifts that increase access to services for clients. To meet these growing needs, we are expanding our community partnerships, working collaboratively with schools, local agencies, and other organizations to ensure children and families receive the support and care they need.



***“Anyone who does anything to help a child in his life is a hero to me.”***

**Fred Rogers**

thank  
you!

## BOARD OF DIRECTORS

|                     |                        |
|---------------------|------------------------|
| Jason Edwards       | <i>Chairman</i>        |
| Robert Martindale   | <i>Vice-Chair</i>      |
| Darcy Massey        | <i>Secretary</i>       |
| Joel Robertson      | <i>Treasurer</i>       |
| Staci Soares        | <i>Member at Large</i> |
| Marlen Gong         | <i>Member at Large</i> |
| Chris Marvin        | <i>Member at Large</i> |
| Gretchen VanderTuig | <i>Member at Large</i> |
| Mike Ott            | <i>Member at Large</i> |

Also thanks to our Board Members who completed service this year:  
Tony Rodriguez & Jon Hamlin