



LSC

LIVING SUCCESS CENTER

A Pathway to Mental Health & Wellness

2020 ANNUAL REPORT

A WORD FROM BARBARA MASSREY, Board President



To all of our wonderful supporters of the Living Success Center: this year has been a struggle for many of us as we found ourselves in a once in a lifetime pandemic, not knowing how it would unfold or how long it would last. The challenge that we all faced as we tried to shore up hope and

optimism for the future became almost a daily grind and for some, an impossible feat as we witnessed an unprecedented increase in depression and anxiety, substance abuse, child abuse and suicidal ideation amongst adults and even the youngest of children. And in the face of all of this, the Living Success Center adapted to serving our clients and delivering quality mental health care at very low cost by implementing telehealth counseling and continuing to provide mental health resources to those who were truly suffering. We are very proud of our team and how they stepped up to serve their clients while keeping them safe.

The first thing I learned about the Center back in 2016 was how we are able to deliver this low cost care to so many who otherwise would not be able to

afford it. The genius of the Living Success Center is in the win-win proposition of providing quality therapy to our clients by training therapists who have their MFT degrees but need to complete 3000 hours of an internship, professionally supervised by clinicians, who are trained to do this work. The interns gain valuable experience on the job while our clients get the help that they need. And our local graduate schools are thrilled to have a great program at which their graduate students can intern and eventually become licensed.

Although we faced significant challenges in delivering care to our clients and in making up a significant budget shortfall due to our inability to do much fundraising, many of you stepped up and helped us to make it through this incredible year. We thank you for your confidence in our mission and your generous support! Without your help, we wouldn't be where we are today as we look forward to this next year and beyond. We hope you will continue to support us as we endeavor to provide great care to those who are truly in need.

-Barbara Massrey



WHAT DOES THE CENTER DO?

Living Success Center is a not-for-profit mental health clinic in Costa Mesa offering individual, couples, children and family psychotherapy as well as support groups (including parent training, anger management, survivors of sexual abuse). The Center has been providing these services since 1994. The Center welcomes anyone in need of its services and fees are set by what the individual client is able to pay. In a county where the average hourly rate for psychotherapy is around \$150/hour, our fee averaged \$14.52 in 2020. The Center is able to deliver care at a fraction of that through the generosity of associates and trainees (its therapists), closely supervised by senior staff in accordance with California statutes and standards.

The therapists are graduates (and some, under a trainee program, are graduate students) of advanced degree programs at Chapman, Pepperdine, Cal State Fullerton, Alliant and others. They are trained in scientifically proven modes of therapy, e.g., narrative, cognitive behavioral, play therapy, EMDR (“eye movement desensitization and reprocessing”), and psychodynamic.

Each client’s therapy follows an individual treatment plan worked out between the client and therapist. Supervision provides a basis for understanding how well the treatment plan is succeeding, with recalibration as needed. Outcomes are measured

in part against treatment plans, and clients’ self assessments.

Orange County is trailing in the business of delivering mental health care to people who need it, especially if they are not people of means. Big solutions are being talked about and over time they may be implemented. The Center is uniquely positioned to make an impact now with strategies that will dramatically broaden our reach. Our hope is to continue expanding our reach to help more people in the coming years.

“Because of my therapy at the Living Success Center, I was able to understand why I was making such lousy choices in my life. I learned how to think differently and to think about my choices. I’m so grateful to Allen for helping me through a really tough time.”

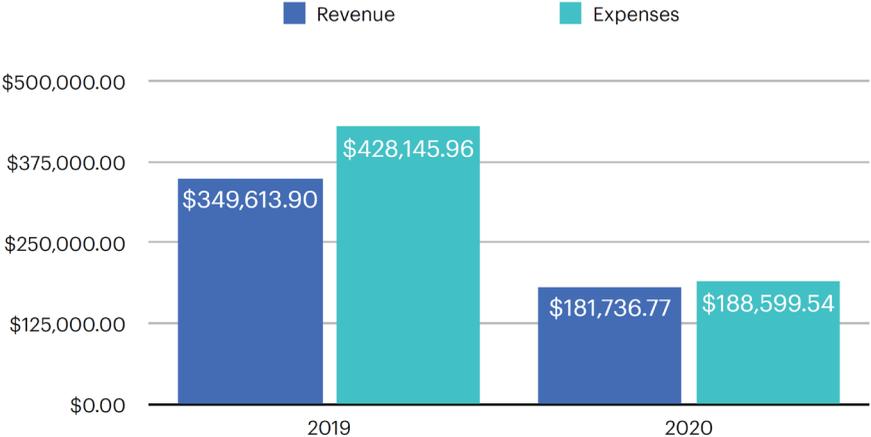
-Tyson A.



FINANCIAL INFORMATION

As the Center does not receive government or insurance subsidies, our total income comes from two sources: first, the generosity of our donors. Secondly, the revenue generated from our therapy sessions. The therapy fee is set at a sliding scale based, on the individual client's ability to pay. The average fee in 2020 was \$14.52 per therapy hour. 2020 was a challenging year for the Center as our clients felt the economic instability and were unable to pay much for their sessions (the average therapy fee was down 23% from 2019). As economic instability leads to psychological instability, people needed the Center even more.

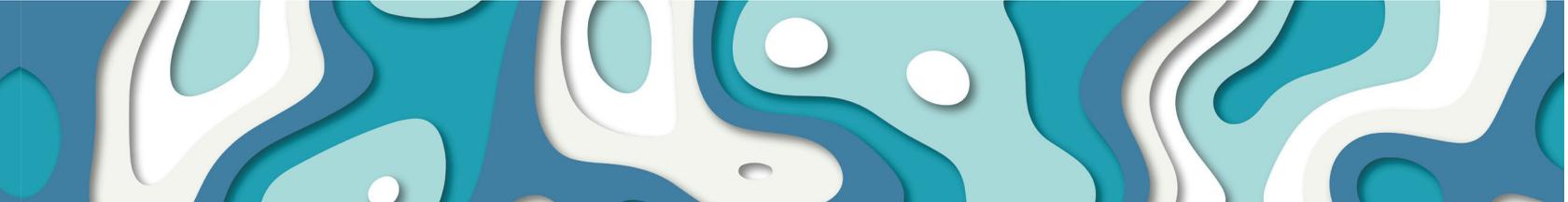
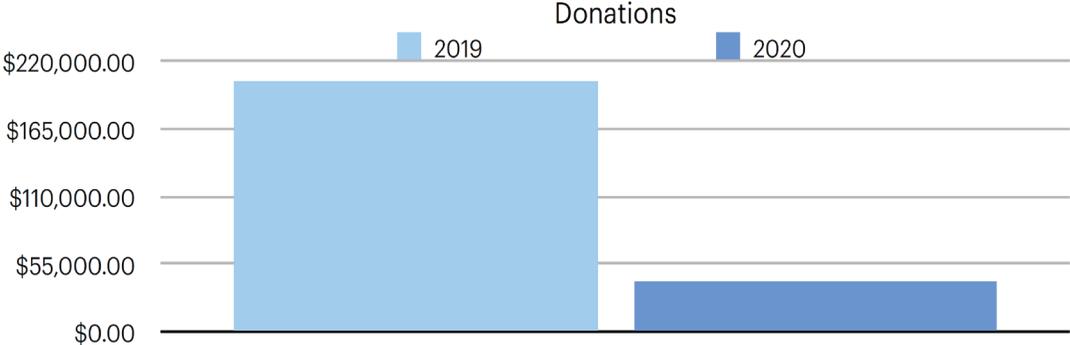
The Difference in Revenue and Expenses Between 2019 and 2020



FINANCIAL INFORMATION *Continued*

To offset the shortfall in the Center's income sources, we reduced our physical space by giving back half of our leased office space. We were able to complete our downsize October of 2020 which saved over \$5,000 for the remainder of the year. Asking the Center's therapists to stay home and work via telehealth saved us general office expenses as well. Our donors suffered pandemic instability as well.

The Fall-off in Donations the Center Received in 2019 to 2020



THE GOOD NEWS

Because Living Success Center was in such a unique position to help people through the uncertainty of 2020 by providing individual cost appropriate therapy, everyone at the Center got to work. We restructured our in-person office therapy format to a virtual format of telehealth.

At Living Success Center our client's confidentiality is so important. At the beginning of the pandemic we began our transition by researching and implementing a HIPPA compliant telehealth program to support client needs while maintaining their confidentiality. We then trained and provided our 20+ therapists with all the tools they needed to continue providing therapy sessions. Since the Center's therapists are "therapists in training", we increased our in-house training from once a quarter to every other month, in addition to increasing our contact with therapists, separate from normal twice weekly supervision. The Center added a Mentor Program allowing the therapists to talk about their own thoughts of providing therapy during such a challenging time. Living Success Center reached out to area Churches and Schools offering groups and therapy to their congregations and students as needed. Finally, an Essential Workers Support Group was initiated to give those on the front lines a place to talk as needed at no cost to them.

Through all of this work, Living Success Center is proud to say that it provided over 6300 hours of quality, low cost therapy to our community! We couldn't do it without your help. We are so grateful to all of you who continued to show your faith in Living Success Center through 2020. Together we helped many individuals, children and families create a better living experience for themselves. THANK YOU!!!



20

THERAPISTS



6300+

HOURS OF
THERAPY

"I felt so alone, like no one could help me. A friend told me about the Living Success Center. From my first call, I felt welcomed and was not shamed because I couldn't afford to pay much. I know I'm not alone any more."

-Tricia W.

A HUGE THANK YOU TO OUR AMAZING GENEROUS DONORS

Without your help, through this very challenging year, we would never have made it. Thank you for your generosity and thoughtfulness towards others. The Center continues to work toward fulfilling our dreams of mental stability in the future. As Churchill said: *"Time passes swiftly, but is it not joyous to see how great and growing is the treasure we have gathered together, amid the storms and stresses of so many eventful and to millions tragic and terrible years?"*

Jim and Kathy Antonowitsch
Rick and Nancy Celio
Dr. Wesley Chang
John and Jennifer Davies
Ann DeVaney
Cecile Dillion
David Eisenman
Priscilla Finstad
Thomas and Kimberley Fogarty
Adrian and Lisa Foley

Bernard Francis
Jim and Mina Glassman
Michael and Ellen Gordon
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William and Lorelei O'Neill
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George and Bonita Schiebe
Susan Segee
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Marie Sleet
Richard and Annette Smith
Marianna Thomas
Edie Tonkon
Debra Vajcner
Edward and Barbara Yeager
Theresa Young
Glenn and Suzanne Zetz

Corporate Supporters:

Boeing/Employees Community Fund
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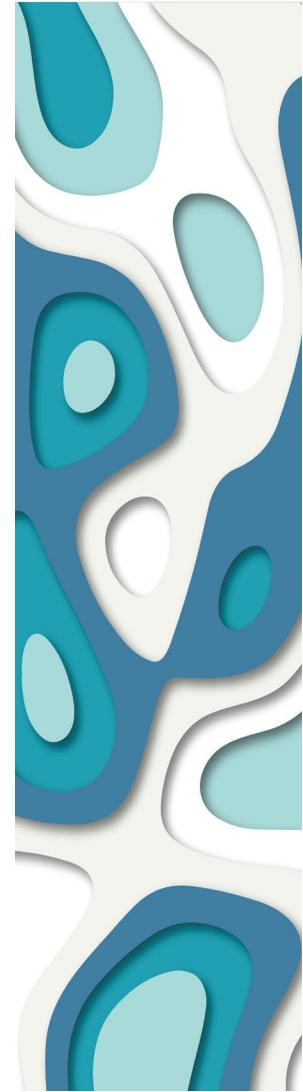
First Western Trust
Union Bank

HOW YOU CAN HELP

Truly just being with us, showing us you believe that a small business, in a decrepit old building, with a dream, can make a difference to people struggling with mental illness. Reading our letters, social media and emails lets us know that we're on track, that you're with us. Another way would be by telling your friends about us, so they can receive the help they may need. And we would be sincerely grateful if you decided to donate to help us continue our work.

2021 will be another year of challenges. We will need to begin finding our way to make a more normal mode of therapy and keep everyone who wants to come into our office healthy. We will be looking at the costly addition of adding Hepa Filters to the office, hopefully reclaiming our previously relinquished space and preparing that space for therapy again. There is much work to be done, but most importantly, we will continue to support the communities around us as they move into this next phase. We're into our 27th year, we don't have any plans of stopping and we sincerely hope you will be with us into the future. All the best to you and your families.

The Living Success Center





LSC

LIVING SUCCESS CENTER

A Pathway to Mental Health & Wellness

Our Team

Annette R. Smith, LMFT, LPCC
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Clinical Director

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Director

Lynn Goldberg
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Sahar Martinez
Director

**Accepting new Board Members*

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Gratefully Accepting
Donations

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