healthRIGHT 360

IMPACT REPORT 2025 - 2026









Our mission: HealthRIGHT 360 transforms lives through compassionate care, empowerment, and advocacy, inspiring hope and advancing health justice for all.

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HealthRIGHT 360's Family of Programs

Acceptance Place offers residential treatment services in San Francisco for men who identify as gay, bisexual, or transgender.

Asian American Recovery Services provides linguistically responsive services delivered with cultural humility to diverse communities throughout the San Francisco Bay Area.

Integrated Care Center / Haight Ashbury Medical Clinics offers medical, dental, substance use disorder treatment, and mental health services guided by the principle that "Healthcare Is a Right, Not a Privilege."

North County Serenity House provides gender-responsive and trauma-informed residential treatment and transitional housing in San Diego County.

Prototypes provides services for women, men, and youth throughout Southern California. Mothers can access residential substance use disorder treatment with their young children.

Rock Medicine provides medical coverage at concerts, music festivals, sporting events, parades, and other large events throughout California.

Walden House provides residential and outpatient services throughout California, including in-custody treatment and re-entry programs.

Women's Recovery Association offers gender-responsive residential substance use disorder treatment and peer support in San Mateo County.

Our Integrated Model of Care

Primary Medical and Dental Care

Substance Use Disorder Treatment

Mental Health Services

Social Support and Reentry

A LETTER FROM OUR CEO



Dear Friends,

Every year, our Impact Report gives us an opportunity to share numbers about how much we have accomplished. For example, we served more people this year than in any fiscal year since before the COVID-19 pandemic. But sometimes a story tells you more about who we are.

Recently, during a routine immigration check-in, one of our Mobile & Street Medicine patients in San Francisco was unexpectedly detained by immigration authorities. He lives with significant medical needs, depends on multiple daily medications, and has difficulty communicating those needs himself. His wife could only watch with fear and profound uncertainty. And then a HealthRIGHT 360 staff member did what we do every day: she stayed to fight for her patient.

Korrinne Yurick, our Director of Mobile & Street Medicine, recognized immediately that her patient's medical complexity was not being adequately understood. She advocated repeatedly for him, activated trusted community partners, comforted his wife, coordinated with legal counsel, and rushed to retrieve his vital medications. Even after the patient had been placed on a transport bus to a detention facility across the state, the team kept mobilizing every available resource.

Later that afternoon, he was released and reunited with his family. We may never know everything that contributed to that outcome. But I know this: when one of our patients was at his most vulnerable, HealthRIGHT 360 staff refused to look away. That moment is emblematic of something much larger.

Across HealthRIGHT 360, our teams care for people navigating circumstances that extend beyond the walls of a clinic, including homelessness, substance use disorders, mental health conditions, poverty, trauma, incarceration, immigration-related challenges, and other profound barriers to healthcare. Our work requires clinical expertise. But it also requires courage, persistence, compassion, and the willingness to be there for someone when the path forward is uncertain.

This work also carries tremendous emotional weight. We recognize the impact experiences like this have on our clients, their families, and our staff. We are committed not only to learning from them and strengthening our preparedness, but also to caring for the people who care for others.

As I reflect on this past year, I am proud that we advanced innovative approaches and continued to lead in integrated physical and behavioral healthcare, harm reduction, and recovery. And I am proud that we stayed true to our mission and values in the face of significant economic and political headwinds.

To every HealthRIGHT 360 employee who chooses each day to stand beside people too often pushed to the margins: thank you. And to our donors, partners, volunteers, board members, and supporters: thank you for standing with us. Your support makes it possible for HealthRIGHT 360 to provide care for our community, including people facing the most difficult circumstances. That is who we are. And that is the impact we are creating together.



Vitka Eisen, MSW, Ed. D.
President and Chief Executive Officer

healthRIGHT 360

Highlights from 2025 – 2026

HealthRIGHT 360 works to reach people who face significant barriers to healthcare and build a comprehensive health system that delivers care with dignity, equity, and impact. Building on decades of experience, we continue to strengthen our continuum of care and expand access to high-quality, evidence-based services that improve health outcomes, support recovery, and change lives throughout California.

Here are some highlights of our work from this past year, made possible by the support of our donors and community:

SF Access and Engagement Center Renovated

HealthRIGHT 360 celebrated the rededication of our Access and Engagement Center, marking an important step forward in expanding access to integrated healthcare and services for San Franciscans. We are grateful to Speaker Emerita Nancy Pelosi, public and community partners, philanthropic supporters, and all who helped bring this project to life.

The Access and Engagement Center is the primary entry point for HealthRIGHT 360's behavioral health and substance use disorder treatment programs in San Francisco. This expansion at our Integrated Care Center adds five evaluation rooms, including two dedicated to medication-assisted treatment (MAT) evaluations, and more than doubles waiting-area capacity. By bringing intake activities together on one floor, the renovation also streamlines the intake process.

The new space strengthens our ability to connect more people to therapy, counseling, withdrawal management, residential treatment, MAT, and other integrated services while creating a welcoming entry point into care. The changes have already yielded results, with 99% of incoming clients now receiving a MAT evaluation, compared with 33% before the renovation.





Funding Secured for Three New Facilities

HealthRIGHT 360 was awarded funding through the California Behavioral Health Continuum Infrastructure Program (BHCIP) as part of the second round of Proposition 1 investments to support the construction of a chemical dependency hospital at our Pomona Family Campus. The new 25-bed facility will provide withdrawal management, stabilization, and medical monitoring, offering a critical step toward longer-term substance use disorder treatment and expanding access to care in Los Angeles County.

Our Pomona Family Campus already provides care across multiple levels including perinatal residential treatment, medication-assisted treatment, outpatient substance use disorder services, mental health care, contingency management and supportive housing programs. The new facility will further integrate services and strengthen our continuum of care, so people can get the right level of care at the right time based on their clinical needs.

HealthRIGHT 360 was also awarded funding during the first BHCIP round to expand behavioral health infrastructure in Santa Clara and Ventura Counties with a combined 120 new residential beds for withdrawal management and residential treatment services. Together, these three capital projects will help address longstanding gaps in behavioral healthcare.



Pomona Family Campus



Gilroy Residential SUD Facility, Santa Clara County (In Progress)



Patient Story: A **Mobile & Street Medicine** patient recently completed his full eight-week course of hepatitis C treatment. Each week, the Mobile & Street Medicine team met with him to provide his doses, track his progress, and stay connected. After completing treatment, he began discussing his substance use with the team. He has expressed interest in reducing his substance use and exploring medication for opioid use disorder. **Coming together week after week to fully treat his hepatitis C built the trust and momentum that made him willing to open a harder conversation.**

Mobile & Street Medicine Program

In partnership with Sutter Health and other funders, HealthRIGHT 360 relaunched its mobile medical unit and expanded its services to include street medicine, delivering high-quality care directly to people in San Francisco who face barriers to accessing healthcare.

From September 2025 to June 2026, our Mobile & Street Medicine team served 331 patients, meeting people living without housing where they are in the community. An extension of our Integrated Care Center Clinic, a Federally Qualified Health Center, our Mobile & Street Medicine program provides urgent and primary care, preventative screenings, wound care, vaccinations, lab work, and case management support, reaching patients who face barriers to accessing traditional healthcare settings.

Our bilingual team serves Treasure Island, the Mission, SoMa, and other San Francisco neighborhoods. Team members distribute essential supplies, build trust, provide healthcare, and connect people with resources to help ensure that those with the greatest health needs receive appropriate care. The program also connects patients to HealthRIGHT 360's broader network of services, including referral to substance use disorder treatment.





Dental Clinic Expansion

With the support of the Delta Dental Community Care Foundation and the Herbst Foundation, we completed the construction of two new dental operatories at our Integrated Care Center Dental Clinic in San Francisco. This expansion increases our capacity to meet growing demand for comprehensive dental services among people with Medi-Cal and others who have trouble finding care, while reducing appointment wait times. We have also expanded our services by offering weekend appointments for children and pregnant women.

Our Dental Clinic provides a full spectrum of affordable dental services, including preventive, urgent, and restorative care, for children, adults and older adults with Medi-Cal. Dental patients are also connected to primary care, substance use disorder treatment, mental health services, and case management available at our Integrated Care Center.

For older adults, few Medi-Cal dental providers in the San Francisco Bay Area offer more than basic care such as extractions and fillings. HealthRIGHT 360 continues to be an important source of comprehensive dental care, including dentures, crowns, and root canals, which are in high demand for older adults whose coverage doesn't include this care.









"The **Enhanced Care Management** program has been instrumental in helping me take control of my health. My case manager assisted me in finding a doctor, dentist and optometrist, and has ensured that I stay on track with all my appointments. They've also helped me set and accomplish goals. This includes obtaining my high school diploma to be able to enter the field of case management to help others struggling with substance use. The guidance I've received has made a significant difference in my life, and I am truly grateful!"

— Rosario R., *Enhanced Care Management Client*

Expansion of Access to Care Navigators

HealthRIGHT 360 is expanding our Enhanced Care Management (ECM) services in multiple counties across California to ensure that people with complex health conditions can continue accessing the services they need by having enhanced support. ECM is a whole-person approach to care that helps with everything, from doctor visits to housing, through intensive outreach, care coordination, follow-up and navigation of services. HealthRIGHT 360 provides ECM services to people experiencing homelessness, living with serious mental health conditions or substance use disorders, and transitioning from incarceration.

Our Care Managers connect clients to resources to address all their needs, including benefits navigation, food access, housing services, employment services, and healthcare services. They help clients schedule and keep appointments, accompany them to appointments when needed, and coordinate with their care teams. Our Care Managers meet clients where they are and work with them to develop care plans based on each client's needs and priorities. They also help clients build practical skills, such as managing appointments and calendars, to support greater independence.

In response to changes in federal Medicaid policy, HealthRIGHT 360 is also working to protect healthcare coverage for our clients. As the process becomes even more confusing and difficult for many of our clients to navigate, our Care Managers will help clients enroll and re-enroll in Medi-Cal, navigate eligibility and benefits, and complete renewal requirements so they can maintain coverage and stay connected to the services they need.

Food Pharmacy

HealthRIGHT 360's Food Pharmacy programs in both San Francisco and Pasadena help to address food insecurity and chronic health conditions for the people we serve. Participants are drawn from our client population, many of whom are managing conditions like diabetes and heart disease. Using a Food As Medicine approach, our registered dietitians provide tailored nutrition education, counseling, and food prescriptions to support participants' nutritional needs and overall health.

By providing nutrition education and high-quality groceries at no cost, we help clients develop healthier eating habits and work toward their nutrition goals. These services support chronic disease management, improve quality of life, and promote long-term health. Our Food Pharmacy staff also collaborate with our doctors, therapists and case managers to improve the overall physical and mental health of clients.











"The **Asian American Recovery Services** (AARS) mission means to me to destigmatize and humanize the issue of substance use. There is so much blame, shame and guilt that is intensified in the Asian American Pacific Islander Community, which prevents individuals from seeking support and believing that they are worthy. With a community built of both clients and staff, AARS provides hope for the future and builds self-esteem to make recovery possible."

— Susan Okada, *Asian American Recovery Services Program Manager of 40 years*

Asian American Recovery Services Celebrates 40 Years

HealthRIGHT 360's Asian American Recovery Services (AARS) celebrated 40 years of providing culturally grounded behavioral health services to diverse communities throughout the San Francisco Bay Area. Current and former AARS staff, supporters, community partners, and founding members reunited for an evening of festivities to honor the pioneering legacy of AARS.

AARS was founded in 1985 through community-wide grassroots efforts in response to the rising substance use rates among San Francisco's Asian and Pacific Islander population. AARS established the nation's first residential SUD treatment program designed specifically for Asian American, Native Hawaiian, and Pacific Islander adults, and grew into a national model for culturally responsive, multilingual, community-based care, serving thousands of youth, adults, and families each year across San Francisco, Santa Clara, and San Mateo Counties.

Since joining the HealthRIGHT 360 family in 2014, AARS programs continue to provide culturally responsive substance use disorder treatment, mental health care, prevention services, and community outreach rooted in the needs, languages, and lived experiences of the people served. This past year also marked the 31st Annual Sister-to-Sister Youth Leadership Conference in Santa Clara County, and the 4th Sister-to-Sister in San Mateo County, demonstrating our ongoing commitment to prevention and youth empowerment.

Male Community Re-entry Program Celebrates 10 Years

HealthRIGHT 360 celebrated the 10th Anniversary of our Male Community Re-entry Program (MCRP) in Los Angeles, created in partnership with the California Department of Corrections and Rehabilitation (CDCR) to help participants reenter the community from prison and reduce recidivism.

Our MCRP residential facility serves up to 200 men in the custody of CDCR, allowing eligible participants to serve the remainder of their sentences in a community setting rather than in state prison.

Services include substance use disorder treatment, mental health care, family reunification support, literacy education, employment services, life-skills development, a fully equipped resource center, and connections to permanent housing.











"I had 18 years in recovery when I entered the **Training and Apprenticeship Program**. I started the program with no formal behavioral health work experience. The 'earn while you learn' model made it financially possible for me to participate, and the structured training gave me the confidence to succeed. Now I get to see clients graduate and make meaningful progress toward independent living and sustained recovery. I'm deeply grateful for the Training and Apprenticeship Program. It opened the door to a career I was made for."

— Katrina Gazo Rosario, *Training and Apprenticeship Program Graduate*

Workforce Development

Staffing shortages can limit access to treatment, while the cost and difficulty of entering the behavioral health field can create additional barriers for prospective workers, particularly those with lived experience who want to support others. HealthRIGHT 360 launched our Training and Apprenticeship Program (TAAP) in November 2022 to meet this need. While TAAP directly strengthens HealthRIGHT 360's workforce pipeline, it is also a long-term investment in community health that expands access to care for communities we partner with.

TAAP provides paid, structured opportunities for individuals interested in behavioral healthcare careers, including those with entry-level or no prior experience and those with lived experience of homelessness, substance use disorder, and mental health challenges.

The five-month, earn-while-you-learn apprenticeship combines evidence-based classroom training, on-the-job learning, and job shadowing with experienced frontline staff at HealthRIGHT 360 programs across California. TAAP prepares apprentices for entry-level, client-facing roles such as Substance Use Counselor, Client Safety Navigator, Recovery Coach, and Case Manager.

From the program's launch in November 2022 through June 2026:

- **153 individuals** have participated in the Training and Apprenticeship Program
- **125 Individuals** with lived experience have participated in the program
- **105 apprentices** have successfully completed TAAP
- **64 experienced frontline staff** have participated in the mentorship program
- **81 graduates** have been hired into permanent roles at HealthRIGHT 360, helping address workforce shortages and expand service capacity
- **38 participants** have enrolled in full-time higher education programs after completion; several have since returned to HealthRIGHT 360 with degrees and are pursuing professional-level roles

Apprentice Spotlight: Katrina Gazo Rosario

Katrina joined the Training and Apprenticeship Program in September 2024 after a journey that included experiences of homelessness and substance use disorder. At the time of entry, she had no prior professional experience in behavioral health.

During the apprenticeship, Katrina registered as a Substance Use Disorder Counseling Intern and enrolled in school. Upon completion of the program, she was hired full time as a Care Coordinator I at HealthRIGHT 360's outpatient services in San Francisco. She has since been promoted to Care Coordinator II.

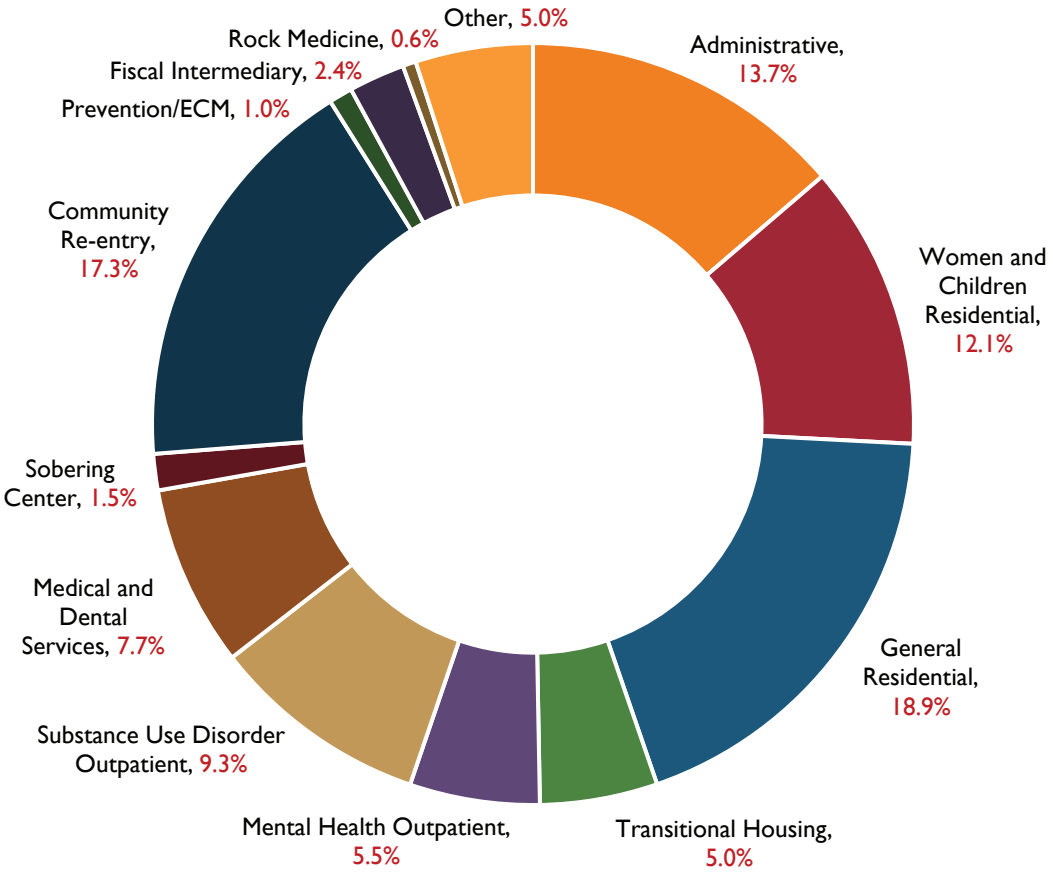
Today, Katrina facilitates four treatment groups, manages a caseload of 32 clients, consistently meets or exceeds performance goals, and has mentored seven new apprentices, giving back to the program that launched her career.

Word of Katrina's impact has spread throughout the local recovery community. Clients now request her by name during intake, citing the meaningful role she has played in their treatment and recovery journeys.



Our Year in Numbers (FY 2025-2026)

How We Spend Our Money



Organization Budget:
$200,550,801

Demographics of People Served

Gender:

63.69% Male

35.96% Female

0.35% Other

Race/Ethnicity:

43.37% Latinx

24.24% White

18.05% Black/African American

4.78% AANHPI

2.13% Mixed Race

1.24% Native American

2.05% Other

4.14% Unknown

People Reached by Type of Care

Medical and Dental Services	6,356
Residential and Outpatient Behavioral Health Services	16,162
Criminal Justice	8,073
Case Management/ECM	779
Transitional Housing	832
Rock Medicine	18,600
Youth Prevention	2,615

People Reached:	Counties:	Residential Beds:	People Housed:	Employees:
53,417	10	1,500	7,037	1,300

Fundraising Events

Thank you to everyone who supported and attended our annual **Be The Change Breakfast.** Be The Change is a meaningful morning that highlights HealthRIGHT 360's life-changing work and brings together compassionate community leaders, elected officials, businesses, healthcare professionals, advocates, and supporters who share our commitment to improving the health and well-being of our communities. The generosity and support of our sponsors and donors helped us raise critical funds to protect access to medical care, mental health services, substance use disorder treatment, housing support, and re-entry programs for people rebuilding their lives. **We hope to see you at our Be The Change Breakfast on Thursday, December 3, 2026!**







Be The Change Fundraising Breakfast 2025

We greatly appreciate all our sponsors, guests, in-kind and auction donors, event committee, volunteers and staff who helped to make our 2026 **Black Tie & Tie Dye Happening** a tremendous success! Congratulations to our Healthcare Visionary Award honorees, Will Douglas, Jodi Nerell, and Shalini Rana of Sutter Health, in recognition of their longstanding partnership with HealthRIGHT 360 to provide comprehensive care to San Franciscans with low incomes. Black Tie & Tie Dye celebrates our history and legacy as the Haight Ashbury Medical Clinic and strengthens our continued commitment to meeting the urgent, complex needs of our communities today. Supporters like you help to make high-quality, comprehensive healthcare and supportive services possible for our neighbors and families who need it most in San Francisco and throughout California. **Save the date for our next Black Tie & Tie Dye Happening on Thursday, May 6, 2027, as we celebrate 60 years of providing accessible, nonjudgmental care!**





Black Tie & Tie Dye Happening 2026





Thank You to Our Generous Donors!

We gratefully thank all of our donors who made gifts between July 1, 2025 – June 30, 2026.

The majority of the funds we receive at HealthRIGHT 360 come from public sources to directly support medical and behavioral health services. Funding for critically needed client resources or facility upgrades requires the support of private foundations, businesses and individuals. Grants and donations, including in-kind donations, help us to provide comprehensive whole-person care and show our clients that there are community members who care and want to help as they get the healthcare they need.

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Your Legacy Gift can support HealthRIGHT 360's work for generations to come.

Please consider becoming a member of the 360 Legacy Circle, HealthRIGHT 360's Planned Giving Society.

By becoming a member, you ensure that this life-changing work continues for generations to come. A legacy gift is more than a financial contribution; it is a lasting expression of your values and your belief that everyone deserves access to quality healthcare. For nearly 60 years, HealthRIGHT 360 has believed that Healthcare is a Right, Not a Privilege, providing treatment to all regardless of one's ability to pay. Every day, we welcome people through our doors where they are treated with dignity, compassion, and respect. We meet and accept everyone where they are in their life's journey, and walk beside them as they build healthier, more hopeful futures.

If you wish to learn more or discuss your own plans, please contact Shabana Siegel at ssiegel@healthright360.org.

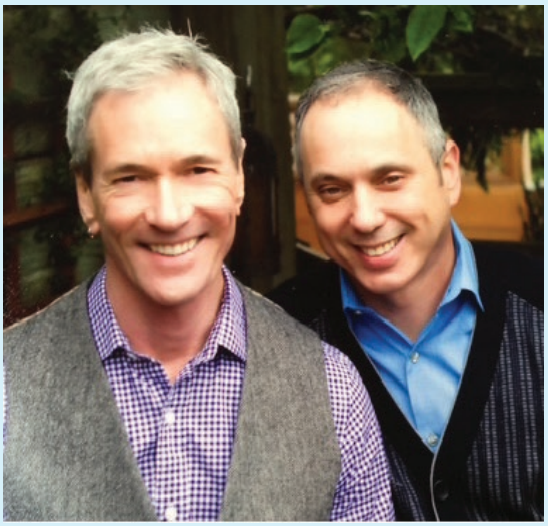
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- Monthly Gift
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1563 Mission Street
San Francisco, CA 94103



"I was a patient of HealthRIGHT 360's Haight Ashbury Medical Clinics throughout the 1970s and will always be grateful for the medical care I received. I know, first as a client and today as an 18-year staff member, that when any individual seeks treatment for a substance use disorder, mental health, medical, and/or dental concern, they are treated with respect, compassion, and professionalism. **This is why HealthRIGHT 360 is a major beneficiary of my own family's will and trust."**

— Jeff Schindler *(left)*
HealthRIGHT 360 staff member, with husband Mark Friedlander

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For more information, please contact Shabana Siegel, Chief Philanthropy Officer at ssiegel@healthright360.org.

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- In-kind Donations of Basic Necessities
- Holiday Care Packages
- Adopt-a-Program for Facility Improvements
- Join HealthRIGHT 360 for our fundraising events: Be The Change Breakfast and Black Tie & Tie Dye Happening!

"This Christmas, the generosity of our in-kind donors helped make this holiday season unforgettable for so many. The mothers were deeply moved to have gifts under the tree for both themselves and their children. The support from our donors brought hope and light to our clients during a time that can often feel heavy. Their kindness has made a lasting impact."

— **Shelly Wynne,** *HealthRIGHT 360 Women's HOPE Program Director*

















Thank You from the HealthRIGHT 360 Family!

Questions?

Please contact Shabana Siegel, Chief Philanthropy Officer at ssiegel@healthright360.org.

Learn more at www.healthright360.org

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