



# THE LOOP

A COLLECTION OF STORIES FROM AROUND CALIFORNIA

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Every April, we are proud to join medical and treatment providers across the nation in recognizing **National Alcohol Awareness Month**. From unwinding to celebrations and its use in cooking and religious practices, alcohol still remains the most used and accepted substance amongst youth and adults in the United States. I'd like to dedicate this message to this campaign and the need for continued education on the health effects, warning signs, and need for early intervention.

Established in 1987 by the National Council for Alcoholism and Drug Dependence (NCADD) and recognized every April, the National Alcohol Awareness Month campaign has increased awareness as well as a better understanding of causes and the treatment of alcoholism.

According to a statistic from the **Partners in Prevention**, alcohol is the third leading cause of preventable death with approximately 95,000 Americans dying from alcohol-related causes each year. Per similar findings from the CDC, this equates to 261 deaths per day. These deaths shorten the lives of those that we have lost by an average of almost 29 years, for a combined 2.8 million years of potential life lost. In the spirit of better health, a common challenge that coincides with Alcohol Awareness Month is choosing an alcohol-free weekend in the month of April to stop drinking from Friday through Monday and then gauging the effect of the alcohol-free days. If one's body is used to the continual presence of alcohol, suddenly stopping can cause them physical effects such as sweating, nausea, headaches, and trouble sleeping. If it was difficult for them to manage 72 hours without drinking, there might be a greater health concern than they originally thought that should be addressed immediately

with a medical or treatment professional. If you personally know someone in need, we are always here to help.

It's hard to discuss this topic and not the effects that the current pandemic has had on alcohol use. Multiple studies have shown a rise in consumption due to various factors including depression, grief, isolation, and financial insecurity. This makes our duty as a provider of treatment and rehabilitation services that much more crucial as we continue to change lives for the better amidst a global pandemic.

I'd also like to express my gratitude to the members of our WestCare family who are in recovery from alcoholism, specifically. It can never be understated just how much strength it takes to overcome the grips of addiction, but maintain your sobriety while still being surrounded by your previous vice whether it's at the grocery store or on a night out. We are proud of you and we are here for you.

In closing, thank you all for your commitment to our services and the individuals that we are guiding towards a better life. This isn't easy work, but it would be next to impossible without your hard work and dedication.



*Shawn L. Ford*  
Deputy COO - Western Region

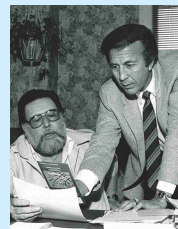
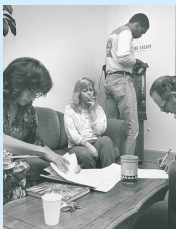


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Through the first quarter of 2021, our maintenance and operation teams have been painting interior wings at MLK Residential in Fresno, CA. Residential. We know that residential treatment is considered to be the most reliable method of treatment and rehabilitation. The advantage is it provides a safe, structured, and supportive environment away from home to address addiction, 24 hours a day, 7 days a week.

To make MLK feel like home, we are adding in pops of color and inspiration throughout the facility. MLK has been home to hundreds of individuals for their recovery journey and we look forward to making this a positive start to more people's next chapter.



## Throwback Memories

Did you know that WestCare has a history in California going back 47 years? Back in 1974, our founder, Bob Klise, had just established The Third Floor, an organization that would later become WestCare California.

Since those humble beginnings, we continue to bring services and programs to our communities when they need us.

Then:	Now:
1 Location, 1 Service Domain, 48 Clients Served	35 Locations, 6 Service Domains, 2,250+ Clients Served

### Services provided at MLK:

- Residential Drug Medi-Cal and Withdrawal Management for Men and Women
- M'ella: Residential Treatment Program for Women and Children
- Papa Natal: Residential Treatment Program for Men and Children

We're here when you need us.

**559-237-3420**

Talk with an Admission Specialist about our residential, outpatient and recovery residence options at WestCare



I'd like to thank Roy T., Celina, Brice, Dylan, Bruno, and Armando from MLK's men's unit. They are always helping each other out with facilitating the canteen and when our women unit is short-staffed, they assist with listening to clients' concerns, handling their transportation needs, and conducting room inspections. They report to work with a positive attitude and are always ready to tackle the day. I'm so grateful to have them as a team!  
- Jenny Magdaleno, Program Director, MLK Residential



Arthur Portillo, M2M Counselor, received a staff recognition token for always helping out with group coverage, treatment plans, and conducting individuals' sessions when their counselor is out sick or coverage is needed. He helps out the men's unit with a smile on his face, no hesitation, and a great attitude.  
- Jenny Magdaleno, Program Director, MLK Residential

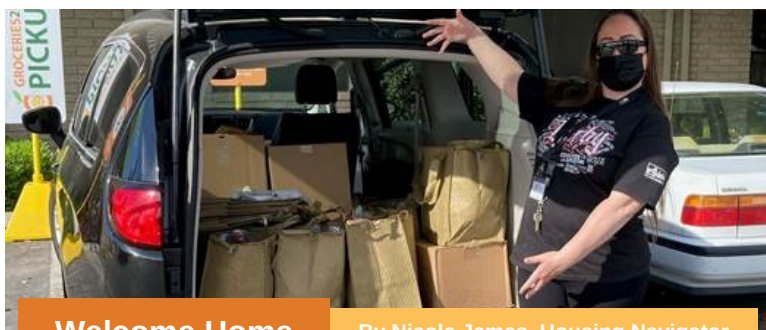
GIVING KUDOS TO

## MENTAL HEALTH AWARENESS MONTH



Mark your calendars!

May is Mental Health Awareness Month. As a way to fight stigmas, provide support, and educate our communities, we are turning to social media to tell stories. On our WestCare California Facebook page, we will be posting an "I Pledge" poster. Posters can be printed out for you to write your pledge. Take a photo with your pledge poster and we'll post your photo online. Together we can make sure that everyone knows that #EachMindMatters.



Welcome Home

By Nicole James, Housing Navigator

The job of a housing navigator is to get our clients document-ready so that they can then be matched to a program that fits their needs, whose case manager will assist them with finding proper housing. Every now and then, a navigator will also have to house a client when they are matched to a program that does not have a case manager.

Nicole James, a Navigator with our Housing Services department, not only matched but found housing for six of her clients - some of whom settled into the newly opened Crossroads permanent housing community in Fresno. One would think that her job was finished, but as a parting gift, she partnered up with the Central California Food Bank and was able to get boxes of food for her six clients. She received so much food, in fact, that she was able to bless six additional families served by WestCare! Thank you, Nicole, for going the extra mile to Uplift the Human Spirit of those that we serve!

## Adolescent Services Receives Recognition

In late March, our WestCare Adolescent Services program in Hanford received a Certificate of Recognition as part of their nomination in December from the 2020 Kings County Prevention Awards. While they, unfortunately, did not win for this past year, this nomination was presented through the Kings Partnership For Prevention (KPFP), a coalition that works to create an environment of wellness for its residents by supporting and creating opportunities for individuals to make healthier life choices. Every year as part of their annual Kings County Prevention Awards, KPFP members recognize local organizations that are making strides for the improved wellness of those residing in Kings County. We are honored to have been considered for this honor and would like to thank our community partners with the KPFP for this nomination as well as our Adolescents team for their amazing work with local youth who are struggling with substance use!





## A Story of Collaboration Featuring Juanita

Juanita L. was referred to our **Opening Doors to Housing and Wellness** program by the staff of **San Joaquin Valley Veterans (SJVV)**. While her Case Manager, Sirina Resendez, worked with her to complete her Individual Service Plan (ISP) to identify her goals to work on, Juanita noted that she needed \$1,500 in financial assistance to pay for her car insurance deductible so that she could have her vehicle repaired. The car's damage was the result of an accident this past November, which happened to be the same month that her husband of over 20 years and a military Veteran had also passed away. While our programs were able to lend support by means of housing, case management, and linkages - their funding wouldn't cover this particular cost.

Trying to find a solution, Sirina consulted with Juanita's advocate on behalf of SJVV, Roy Warren, to brainstorm ideas of how to assist her. She suggested that maybe they could reach out to local churches' benevolence departments for possible help with fulfilling this request. Roy was eager to support Juanita by writing a "letter of circumstance" with her permission so that Sirina could share it with local churches in hopes that they could help.

Within one day of sending this letter to five Fresno area churches, she received a response from **NorthPointe Community Church's** Associate Pastor, Mike Navarro, who responded saying that their church would be honored to support Juanita with meeting the entire amount of \$1,500 that was needed to repair her vehicle. Sirina recalled, "I informed Juanita of the good news and she demonstrated self-sufficiency by selecting an auto body shop and arranging for her vehicle to be towed there. Six days later, I picked up the check which NorthPointe wrote out directly to the designated auto body shop!"

Sirina continued, "As a case manager, I see the value in thinking outside of the box and trying non-traditional methods to meeting the needs of my clients. Juanita was able to identify her needs and concerns and she had an awesome team who heard these and advocated for her. Having her vehicle fixed means that she will be able to transport herself to appointments, seek housing, apply for jobs and eventually, go to school to become a medical assistant. Our clients have goals and so many barriers. So, it was an amazing feeling to be able to knock one of these barriers out in a collaborative approach with herself, her SJVV advocate, and our community partners!"

*Thank you, NorthPointe!*

## Welcoming Vets into Their New Homes

Our longtime community partners with the **Clovis Elks Lodge No. 2599** made another generous donation to support the Veterans served by our **San Joaquin Valley Veterans (SJVV)** team in Fresno. This time, they provided welcome home kits for Vets who were recently housed at the newly opened **Crossroads Village** permanent housing community!

Our Vets were very surprised and truly felt the love as staff and Elks members made these special deliveries. Each kit included a vacuum, toaster oven, coffee maker with grounds and filters, groceries, kitchenware, cleaning supplies, and a quilt comforter!

On behalf of our staff and Veterans, we'd like to give our most heartfelt thanks to the Clovis Elks Lodge for their continued support of all who have served!



## 4/1: The Living Room Celebrates 25 Years!

Twenty-five years ago on this day in 1996, **The Living Room** was founded by Julio Mastro to provide a place of acceptance, support, and assistance to those who were at risk of, diagnosed with, or were affected by HIV/AIDS.

In commemoration, we prepared the following video that not only gives a small glimpse of our history but a virtual tour of our brand new location on 1330 E. Olive Ave. in Fresno! This can be viewed by visiting <http://bit.ly/tlr25years> or by searching for WestCare California's YouTube channel.

To the many friends that we've made throughout the years, we would like to send our most heartfelt thanks for your support of our program and our mission.

To those that we have lost, we dedicate each day of service to you and your lasting memory.

If you would like to know your status, please call our team during regular business hours (8 am - 5 pm, M-F) at (559) 486-1469 to schedule your appointment for a free and confidential test.

If you are able to support our continued services with a donation of any amount, you can do so by visiting: <http://fresnoaidswalk.org/donate.asp>

Thank you all for your love and support throughout the years.  
- The Staff of The Living Room

Save the date! CP4R Presents Celebrate Recovery Month

# SoberStock XVI

September 25, 2021 - Virtual Edition, A Streaming Video Event

FRESNO

AIDS



WALK

10.23.21 VIRTUALLY





## 4/21: NATIONAL ADMINISTRATIVE PROFESSIONALS DAY

Our operations would not be possible without the hard work, organization and resourcefulness of our administrative teams! We joined our global WestCare family in recognizing them on Administrative Professionals Day for all that they bring to the table to support our staff and those that we serve! We couldn't do the amazing work that we do without you!

**THANK YOU FOR ALL YOU DO!**



### Kudos to some of our amazing WestCare California team members!



**Reyna Bonilla**, Veteran Advocate, received a staff recognition token for providing coverage and support to the SJVV Hanford team during my medical leave. She uplifted our team each day and motivated them to do their best. I'd like to recognize **Sara Flores**, Program Coordinator Adolescent Services, for providing hands-on support to my team as well while still managing her own program! - **Jasmine Wendels, Program Coordinator, SJVV - Hanford**



**Roy Torres**, M2M Counselor Tech, received a staff recognition token for always helping out with driving, covering lunches, filling in with our Front Business Office, and assisting in both our men's and women's units. He also helped find missing items for a client who was in distress after losing them. Thanks, Roy for going above and beyond! - **Jenny Magdaleno, Program Director, MLK Residential**



I am so grateful for this familiar face, miss 'Pita' **Pam Conover**, Case Manager & Placement, STOP Area 3. She has been such a welcoming presence and is helpful, kind, and whom I call my sensei. Miss Pam has been my go-to for the important details that I've needed regarding my new position. I am immensely blessed for her and my other senseis here as they have all been so gracious and helpful. I love my team, am thriving in this new chapter in my life, and am very appreciative of this exciting adventure! - **Joslynn Davis, Community Service Representative, STOP Area 3 (Fresno)**



I recently gave SJVV Hanford Outreach Specialist, **Michael Ortega**, a staff recognition token for traveling to two different counties to ensure that a Veteran would not be evicted from his residence. He truly went above and beyond his duties! - **Jasmine Wendels, Program Coordinator, SJVV - Hanford**

### Our C.O.R.E. Recipients



**CORE Recipient: July (Morale Booster)**  
Joslynn Davis,  
Community Service  
Representative, STOP  
Area 3: Fresno



**CORE Recipient: September (Support Excellence)**  
Victor Sanchez, Client  
Service Specialist,  
Administration



**CORE Recipient: November (Mentor)**  
Humphrey Brown,  
Counselor Tech,  
Bakersfield  
Residential



**CORE Recipient: November (Mentor)**  
Stephanie Chadwick,  
M2M SOD,  
MLK  
Residential

Characteristics of Remarkable Employees

**Connect with us in California**

Get in touch with our Marketing Department to learn more about what is happening in WestCare California at [marketing@westcare.com](mailto:marketing@westcare.com)