



THE LOOP

A COLLECTION OF STORIES FROM AROUND CALIFORNIA

DECEMBER 2021

ISSUE 103

VOLUME 8



WestCare Family,

It is unbelievable that 2021 is coming to a close. This year has been marked with reflection, growth, and change. From unimaginable losses to the hope and excitement of new opportunities, we have found ways to strengthen our connections with each other, as well as with all of those that we encounter. We have responded to every challenge with courage, strength, and resilience. Our combined strength is what makes us successful. In the words of the great Mr. Shawn Jenkins,

"WE are WESTCare!"

Even in the midst of the pandemic, we have persevered and continued to enhance our services. As we near the end of the year, I would like to reflect on some of the wonderful and amazing work that we have accomplished in our Supportive Service domains inside The Loop.

As we look forward to 2022 being a year of new growth and opportunities, we remind you that nothing is more important than ensuring the health and safety of our entire WestCare family. You are all the reason why we are able to provide exceptional care and services and we look forward to what we can accomplish together in the coming year.

With my sincerest appreciation and warmest holiday wishes to you and your loved ones...



Mary Ann Knoy, Vice President, WestCare California

As we approach a new year, I'd like to take this moment to look back on the past year that our Treatment & Rehabilitation and Criminal Justice programs have had.

First off, I'd like to thank all of our staff for their continued efforts in maintaining WestCare's COVID-19 protocols and CDC guidelines during the current pandemic within our facilities to make sure that the men, women, and children that we serve as well as our staff, are able to remain safe and healthy.

With all current contracts maintained, we did experience some very challenging financial times that were directly related to client census. It prides me to be able to look back and say that we didn't have to cut our staffing patterns due to these challenges. In our current times and a field where this is a harsh reality that we must sometimes face, we were blessed to once again be able to keep our family whole and continue to provide all services.

This last year, we've proven that we can do anything when we work together and as we approach an exciting new year, I anticipate only great things for our programs and those whose lives we are changing for the better.

Thank you to our dedicated staff and leadership for continuing to do all that you do for those that we serve! I would also like to send a humble thanks to everyone who has not only welcomed, but collaborated with our state's new leadership team as we combine what we all do best to continue to provide quality services and fulfill our daily mission of Uplifting the Human Spirit!"



Cleadus Shelton, Vice President, WestCare California



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Program Spotlight: Housing Services

Our Housing Services team in Fresno is focused on providing critical and quality services to assist individuals and/or families to quickly regain stability in permanent housing after experiencing a housing crisis or homelessness. Housing programs include Site & Tenant-Based Rapid Rehousing and scattered-site Permanent Supportive Housing, both providing case management along with housing assistance to individuals and families. Our **Homeless Disability Advocacy Program (HDAP)** works with disabled individuals who are experiencing homelessness to apply and obtain disability benefits as well as supportive housing. Support services for elderly and dependent adults are provided by the **APS Home Safe** program, while **Warm Handoff** helps navigate criminal justice-involved persons as they reintegrate back into their communities. Our **Opening Doors to Housing and Wellness** program links individuals at risk of or experiencing homelessness. Through the use of the **Coordinated Entry System (CES)**, our staff track information for our individuals served and use it as a road map for placement into permanent housing offering street outreach, diversion, homelessness prevention, and housing navigation services. WestCare uses the Housing First Model, which has proven that homeless and at-risk individuals are more responsive to interventions and social services support after they are housed, rather than as a precondition of housing.

Housing Services' various grants are currently seeking donations of:

- Bedding
- Bus tokens
- Dog food and care items (Bed, treats, toys)
- Gift cards (Walmart, fast food, gas)
- Household items (Pots, pans, cleaning supplies)
- Hygiene kits and supplies
- Inflatable mattresses
- Storage bins
- Warm clothing, beanies, and blankets

If you would like to make a donation, please contact Housing Services by calling 559-712-7114.



A Housing Services Success Story.

Diana joined Project LiftOFF in 2015. She is currently working at an elementary school as an office assistant while also being a full-time mother to her daughter. For the past three weeks, she has committed her spare time to an internship with the hopes of gaining experience to one day run her own restaurant. It is our honor to announce that through time and dedication, Diana has been approved for an apartment and will soon be maintaining her own permanent housing!

Get in touch

WITH HOUSING SERVICES

Questions about WestCare California's Housing Services? We're here to answer questions about our program and find ways to support journeys to permanent housing.



1900 N. Gateway Blvd, Ste 158, Fresno, CA 93727



559-712-7114

Kudos to our team

"Kudos to Cynthia Stone (Not pictured), Mitchell Caudillo, Michael Molina, Esmeralda Felix, Diana Ramos, and Justin Gardner for their hard work! Regardless of staffing challenges, they have been able keep their programs moving forward to the best of their ability and have been doing a fantastic job! We are blessed to have them as part of the team and appreciate their dedication and efforts to continue providing services to our clients. Thank you and keep up the great work!"

— Maria Rodriguez, Program Director, Housing Services



Home Sweet Home Receives Some Holiday Happiness from Local Heroes

In December, various families served by our Home Sweet Home rapid rehousing program in Fresno received not one, but two generous donations from local members of the California Army National Guard's Armory and the Fresno Police Department, respectively! Sergeant First Class, Dayle Nunes of the National Guard surprised one of the program's families with a special delivery of a Christmas tree while Officer Katrina Lloyd provided their team with a trunk full of toys for their clients' little ones! Thank you both for your dedicated service to our country and community and your generous support of those that we serve!

new in 2021

Supportive Services added in 2021

- We began services at the Holy Cross Health & Wellness Center through our Day 1 Families Fund program and assisting families who are experiencing a housing crisis.
- We forged our Housing Support Program partnership with the Fresno Housing Authority to provide critical housing navigation services to individuals and families for placement into permanent housing.
- We received the Shallow Subsidy award, allowing us to provide rental assistance to eligible Veteran households.

New treatment contracts added in 2021

- SAMHSA Family TREE grant in Kings County
- SAMHSA MAT PDOA grant in Fresno County
- Kern County Behavioral Health Drug Medi-Cal services for Bakersfield Residential and Outpatient
- Fresno County Department of Behavioral Health Drug Medi-Cal Intensive Outpatient Services for Fresno

Stories from our California Programs



A Thanksgiving Meal for Our Amazing Vets

This past Thanksgiving, our **San Joaquin Valley Veterans (SJVV)** office in Fresno delivered 66 meals to our **Veterans Plaza GPD** program and for the Veterans enrolled in their **Supportive Services for Veterans Family (SSVF)** program, whether they were housed, sheltered, or unsheltered. All were provided a warm meal from Boston Market as well as groceries. Additionally, they delivered turkeys, macaroni and cheese, rolls, and deserts to our HomeFront GPD program, all donated on behalf of Curbside Detail. We'd like to thank our amazing community partners for making this possible and to our SJVV team for making it happen!



1505 N. Chestnut Ave
Fresno, CA 93704



San Joaquin Valley Veterans



The Living Room Celebrates Community and Awareness on World AIDS Day

Observed the first day of each year since 1988, World AIDS Day is an international day dedicated to raising awareness of the AIDS pandemic and the spread of the HIV virus as well as remembering those that we have lost. In recognition of the day, our team at **The Living Room** in Fresno hosted an awareness fair in their parking lot featuring free/confidential HIV tests, information from local providers, free chili dogs, and live music from local DJ, Elijah Medina! They were also joined by volunteers on behalf of M.A.C. Cosmetics, who assisted in the setup of the event!



1330 E. Olive Ave
Fresno, CA 93728



The Living Room - Fresno



The Clovis Elks Lodge Shares Warmth with Those Who Have Served

We'd like to acknowledge our longtime supporters, the **Clovis Elks Lodge No. 2599 Veterans Committee**, for their donation in December of male/feminine hygiene kits, blankets, and warming bags for the Veterans that our **San Joaquin Valley Veterans (SJVV)** team serves. As the temperature in Fresno continues to drop, these were much needed! Your compassion will lend some much-needed warmth! Thank you for your continued support of all who have served on behalf of our staff and our Veterans!

We appreciate you, Clovis Elks Lodge!



View photos taken throughout the month on our WestCare California social media accounts!



The 2021 WestCare California Leadership Awards

In December, Shawn Jenkins, Chief Operating Officer (COO) for our Western Region, formally recognized the 2021 recipients of the WestCare California Leadership Award! Congratulations to the following individuals and thank you for your unwavering leadership, guidance, and support of your staff and those that we serve! You are all shining examples of what it means to Uplift the Human Spirit!

Edward Crossman
Clinical Services Director

Jenny Gonzalez
Deputy Administrator

Cleadus Shelton
Vice President of California Operations

Angie Edwards
Program Director, San Joaquin Valley Veterans

Charlene Ju
Program Director, CCTRP Stockton

Don Smith
Program Director, STOP Area 3

Gabriela Espinosa McNiel
Vice President of Marketing, WestCare Foundation

Rudy McDaniel
Program Director, STOP Area 1



Kudos to Ruben Cueva and Jenifer Xiong

Jennifer Xiong, Disability Advocate with our **Housing and Disability Advocacy Program (HDAP)** has been assisting an individual with getting back on his feet and into housing. However, with his health declining, he is currently hospitalized. To help make medical decisions for him, the hospital reached out for his next of kin, but Jenifer discovered that he never provided an emergency contact.

Knowing that he was also receiving services from **The Living Room**, she reached out to their Case Manager, Ruben Cueva, to see if he could help. He stated that they also weren't given this information, but that didn't stop him from finding a solution! Ruben went out of his way to find and connect with the client's father, whom called Jenifer and explained that he has not had contact with his son for 3-4 years due to family issues. He is now reunited with and showing support for his son during his time of need!

Ruben's dedication to his clients, past and present, and Jenifer's refusal to let obstacles stand in her way of helping those that she serves are both prime examples of Uplifting the Human Spirit! We appreciate you both and all that you do for those that we proudly serve!



Adolescent Services Receives Special Recognition from Their Community

This past month, our **WestCare Adolescent Services** team in Hanford were honored to be nominated for the Excellence in Community Collaboration awards as part of the 2021 Kings County Prevention Awards presented by the **Kings Partnership for Prevention (KPPF)**, 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. Each year, KPPF members recognize local organizations that are making strides for the improved wellness of those residing in Kings County. While they, unfortunately, didn't win, we are honored to have been considered for this honor and would like to thank our community partners with the KPPF for this nomination as well as our Adolescents team for their amazing work with local youth who are struggling with substance use!

Continue the journey online!

Follow WestCare California on social media to read stories, follow our team's journey, and how we're growing throughout the state of California!

#WestCareCA

WestCare California
 @westcareca
 @westcarecalifornia

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