



A monthly newsletter that covers the events of our programs in:

Bakersfield - Chico - Fresno - Hanford - Madera  
Merced - North Highlands - Richmond - San Diego - Stockton

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#WestCareCA

## A Welcome by our Deputy COO, Shawn Jenkins



Shawn Jenkins

"WestCare Family, Happy New Year! It is common to hear at WestCare that your past doesn't have to define your future. When we hear this statement, we often think of a consumer or an individual staff

member, but this concept must also be extended to the organization as a whole. We can become overwhelmed by past mistakes, regrets or the feeling that something was unjustified or unfair. While it's accurate in our personal lives, as with the organization, today's current reality is a representation of our past actions, choices and experiences - but, that doesn't have to define our future. Our future will be determined by how we act and deal with situations in the present. Only when we allow ourselves to learn from our past challenges and successes, we will find that we are best positioned to capitalize on both today's and the future's opportunities.

As we build our future together, I'd also like us to remember that WestCare California did not start as the large organization that we know today. I have been with WestCare for over 30 years and when I started in 1990, I believe that there was a staff of 18, including myself. Our willingness to learn from the past and not use it as a reason to doubt ourselves and our abilities has allowed us to grow into the organization that we are today.

In California, we are a behavioral health and human services organization with over 400 unique and talented employees that offers services in Mental Health & Wellness, Treatment & Rehabilitation, Veterans Services, Criminal Justice Services, Housing Opportunities

and Education & Prevention services.

Consumers come to WestCare seeking hope, health and healing. As a team, we help them find the light within them that has sometimes withered to a small flicker and empower them to find the strength to shine again.

In 2021, we're committed to bringing value to the consumers and communities that we serve. We will do this by embracing the challenges and successes that 2020 brought as these experiences will only make us stronger as we prepare to meet the opportunities that are in front of us today and await us in the future. We value and expect integrity and will accept nothing less than the best that we can provide.

I know that 2021 will be another positive year for us and that we will take every challenge presented as an opportunity for success. Every doorway that we open with our WestCare programs is another opportunity to help someone and with this team - the only limits that we have are the ones that we set for ourselves. I am honored to be on this journey with you."

Stay well and stay safe,

**"Your now  
is not  
your forever."**

- Turtles All the Way Down by John Green



## Treatment & Rehabilitation News

### December: The Richmond Health and Wellness Center Spreads Christmas Joy!

Just in time for Christmas, the Richmond Health and Wellness Center was able to provide toys for the children of those that they serve! This gave their residents the opportunity to put a smile on their child's face from a distance while easing some of the stress from not being there physically! Thank you to all of our staff who made this amazing gesture possible!



### 12/31: New Years Resolutions at MLK Residential!

As we wrapped up 2020, the staff of our MLK Residential program's women's unit in Fresno organized a special activity where the women that they serve wrote on balloons what they were giving up in the new year. After they all recited the serenity prayer, they released them with hopes for a more positive 2021. As a special thank you to all who participated, staff provided each of our ladies with a special gift. Thank you all for your commitment to recovery and Uplifting the Human Spirit as we welcome in the new year!



### January: MLK Residential's Women's Library Officially Opens!

In January, the staff of MLK Residential's women's unit began introduced their library with help from their Core Members! In addition to books, magazines and activity books that can be checked out, they also have arts and crafts supplies available for those that would like to share their creativity! They are currently seeking additional books and supplies to add to this shelf. If you'd like to make any donations to their cause, please contact [norma.gonzalez@westcare.com](mailto:norma.gonzalez@westcare.com)



## Education & Prevention News

### January: The Living Room Beautifies Their New Office!

In January, the staff of The Living Room in Fresno began moving into their new office located at 1330 E Olive Fresno, CA 93728. While they are still getting adjusted, we'd like to share some photos of them beautifying their planters! Stay tuned for a virtual tour of their new home!





## Housing News

### A Housing Success Story Featuring Edmund

“Prior to taking advantage of our services, Edmund had spent the last eight months staying at The Warming Center, a local homeless shelter. He has had various life obstacles including a substance use disorder and a period of homelessness. However, when we met, he stated that he was starting a new life with a clean slate. He had literally walked away from his old life and left everything behind.

I was touched by his story of how alcohol took over his life, but he has been sober for about a year now. As his case manager with Opening Doors to Housing and Wellness, I discussed resources for him such as local Alcoholics Anonymous (AA) groups and services offered by Fresno County’s Department of Behavioral Health, if he is ever in need of them.

After he moved into his new apartment, our program was able to provide household items like dishes, flatware, pots/pans and cooking utensils. We also provided a kitchen trash can and trash bags as well as other household items. Meanwhile, Chelsey Ramirez, Program Manager of our Coordinated Entry System and David Bethea, Program Manager of Opening Doors to Housing and Wellness, assisted him with getting a bed for his new place.

I saw Edmund today and can say that he is doing very well! He is settling well into his new home and is looking to go back to school to further his education at Fresno City College.”

**- Christine Killebrew, Case Manager, Housing Services: Opening Doors to Housing and Wellness**



### A Housing Success Story Featuring Catherine

“For this success story, I chose Catherine. She was living in an unsafe neighborhood in a house that had been overrun by relatives who were not only squatting there, but were abusing her physically, emotionally, verbally and mentally. Our APS Home Safe program picked her up and took her and provided her with room and board. We were able to assist her financially in the beginning so that she could begin the steps of getting on her feet. In time, she took responsibility for paying her rent herself. She handled her rent on the unit for several months while awaiting on approval and a move-in date for a local senior living facility.

After moving in, she faced hardships as her neighbors criticized her both behind her back and to her face regarding her sexuality and how she dresses. This upset her and made the transition very difficult. After less than a month of living there, she was served with an eviction notice due to behavioral disturbances caused by visits from her mentally unstable brother. In response, she filed a restraining order as proof that she was serious about keeping her new home and submitted proof along with a letter written with the help of a case manager in addition to a signed letter of advocacy by Maria Rodriguez, Program Director of Housing Services. We met with both Catherine and the facility’s administrator to discuss the problems at hand and how she was going to handle them moving forward. She read her letter to him while maintaining her composure throughout every criticism and wrongful comment that was presented to her. She was ultimately given another chance with strict guidelines regarding visits from her brother and his girlfriend.

Since then, she has maintained her housing, changed her medical insurance provider, been accepted into a food delivery program and has become properly acquainted with her neighbors that once gave her problems as ‘the lady at the end.’ In addition, she has also maintained contact her caregiver from In-Home Supportive Services (IHSS) and has begun attending family functions again.

She was recently discharged successfully from our program and has remained in weekly contact with us.” **- Britney Kisling, Case Manager, Housing Services: APS Home Safe**

### Meet Catherine

Despite various hardships that came her way, she overcame them all to maintain her housing and independence during her golden years!



## Health & Wellness Corner

### **“Acting With Hearts in Mind” by Mark Leanhart, Program Director, Belmont Adult Outpatient**

“This February is American Heart Month and for many of us, it’s all about heart and goes hand in hand with our profession of giving back and contributing towards the wellness of others. To do so, we must also take care of ourselves. Indeed, one of the greatest gifts that we can give to our selves and to others is self-care of ourselves, but we must also support those in our life in their attempts to do the same. Certainly, we are all aware that the heart is the organ that collects blood from all areas of our body - pumping blood to our lungs for oxygenation as well as a critical part of the body’s circulatory system - pumping that oxygen-rich blood to all of our body. That is a big job and therefore, a wise person wouldn’t take their heart for granted.

Heart disease is the leading cause of death world-wide for all races and genders, but there is a great deal that we as individuals can do to improve our own cardiac health. The top 10 ways to keep your heart healthy and to minimize the risk of heart and circulatory disease are well known, but require action, sacrifice and dedication on our part. First, we can cut down on salt, eat less sugar, limit saturated fat, cut back on alcohol and quit smoking. I know that any accomplishing one of those things can be difficult, but it is often about progress towards the goal and tackling the things that we can. If while we are working on the previous items, we could then eat more fish, fill up on fruit and vegetables and get more exercise we’d probably tackle the last of the 10 items which is keeping our stress under control. In short, our heart health is about foods, thoughts and actions. So, who’s up for the challenge?”



## Kudos!

### **December 2020 Community-Based Employee of the Month: Ruben Cueva, HOPWA Specialist, The Living Room**



“Ruben empowers everyone that he comes into contact with simply by being himself. Showing kindness to all, he encourages them to seek help and assistance where needed while guiding and giving direction. He has often aided our local homeless population even if it is with a cup of coffee on a cold day - in turn, gaining their trust and respect as they discuss the steps to beginning the process of finding housing. He is always going above and beyond to help others and for that, we are so thankful for what he brings to our team!” - **Toni Harrison, Program Director, The Living Room**

## Years of Service Recognition for 2020

Continuing from our last issue, we’d like to share some additional congratulations to our recent Years of Service award recipients!



**Five Years:**  
**Carmelita Demus, Vocational Specialist, Belmont Outpatient**



**Ten Years:**  
**Caroline Casarez, Lead Counselor, Belmont Outpatient**



**Ten Years:**  
**Karan Baxter, Journeyman Counselor, Day Reporting Center**

“Karan has been with the Day Reporting Center (DRC) from its beginnings and has been instrumental in the progress of many of our success stories. In addition to her work with the DRC, she also pulls double duty as the House Manager of the Liberty Plaza Recovery Residence. On behalf of myself and the entire DRC team, we are proud to have her as our coworker!” - **Derrick Bressel, Program Director, Day Reporting Center**

## Send Your Content to the Loop!

The Loop newsletter wouldn’t be possible without the regular submissions that we receive from staff! Whether it’s a success story or an event, we’d love to see it! Please send any high-quality pictures (Non-identifying if of clients) and a brief summary to our entire marketing team at: [marketing@westcare.com](mailto:marketing@westcare.com)



**Benjamin Hernandez**  
Social Media Specialist



**Justin Kamimoto**  
Creative Services Manager



**Gabriela McNiel**  
Director of Marketing & Procurement



**Michael Mygind**  
Marketing Specialist



# January: national slavery and human trafficking prevention month

## **STOP HUMAN TRAFFICKING**

Human trafficking is the use of force, fraud or coercion to compel a person to provide labor, services or commercial sex.

Victims come from all backgrounds, genders and ages.

Any minor under the age of 18 involved in commercial sex is a victim of human trafficking.

## **RECOGNIZE THE SIGNS**

Physical and environmental indicators include: Signs of abuse, no forms of identification or confinement to a worksite

Psychological and behavioral indicators include: Submissiveness, anxiousness and a lack of free will

## **REPORT IT**

Find the chain of command in workplace environments

Seek help from local law enforcement

Department of Defense Office of the Inspector General Hotline:  
1-800-424-9098

National Human Trafficking Hotline:  
1-888-373-7888

Information provided by the U.S. Department of Defense - Combating Trafficking in Persons: [www.ctip.defense.gov](http://www.ctip.defense.gov)



# Program Directory

## Administration

### Fresno Office

1900 N. Gateway Blvd, Suite 100  
Fresno, CA 93727

(559) 251-4800

**Services:** Management, Administrative Support, Human Resources, Accounting/Billing, Contract Compliance, IT Support, Marketing/Media, Procurement, Creative Services



## Treatment and Rehabilitation

### MLK Residential

2772 S. MLK Blvd  
Fresno, CA 93706

(559) 265-4800

**Services:** Residential Drug Medi-Cal for Men and Women, Residential Treatment Program for Women and Children (M'ella), Residential Treatment Program for Men and Children: Papa Natal, Behavioral Education And Treatment (BEAT), Withdrawal Management



### Belmont Health & Wellness

611 E. Belmont Fresno, CA 93701  
(559) 237-3420

**Services:** Admissions, Adult Outpatient Program



### Liberty Plaza (Recovery Residence)

4605 E. Liberty Fresno, CA 93702  
(559) 237-3420 Ext. 20367

**Services:** Recovery Residence for Women



### Day Reporting Center

609 E. Belmont Fresno, CA 93701  
(559) 237-3420

**Services:** Drop-in services for Parolees including vocational assistance and linkage to treatment.



## Education and Prevention

### The Living Room

**New Office as of January 2021!:**

1330 E Olive  
Fresno, CA 93728

(559) 486-1469

**Services:** Case Management, Hot Meals Program, Housing Opportunities for Persons With AIDS (HOPWA), Free HIV and HCV Testing, Linkage to Medical Care, Social and Group Support Meetings



### Bakersfield Residential

2901 S. H Street  
Bakersfield, CA 93304  
(661) 398-4303

**Services:** Men's Long-term Residential, Adult Outpatient Program



### Richmond Residential

208 23rd St.  
Richmond, CA 94804  
(510) 216-4601

**Services:** Men's Long-term Residential (15 Beds), Detoxification Services (10 Beds), Housing and Vocational Services and Linkage to aftercare, as needed



### McKinney Plaza (Recovery Residence)

1388 & 1398 E. Bulldog Ln  
Fresno, CA 93710  
(559) 237-3420 Ext. 20367

**Services:** Recovery Residence for Men



### WestCare Adolescent Services

410 E. 7th St, Suite 7  
Hanford, CA 93230  
(559) 584-8100

**Services:** Adolescent Outpatient Drug-Free Program



## Veterans Services

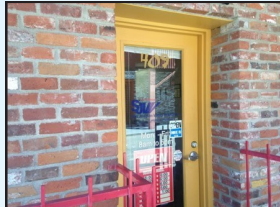
### San Joaquin Valley Veterans (SJVV)

**Services:** Drop-In and Ancillary Services, Supportive Services For Veteran Families (Services provided to Veterans through SSVF include: Short-term case management, legal assistance, housing counseling services and placement assistance, financial planning services, financial assistance for move in, eviction prevention, utilities, transportation, childcare and emergency supplies.)



#### **Fresno**

1505 N. Chestnut  
Fresno, CA 93703  
(559) 255-8838



#### **Hanford**

410 E. 7th St  
Suites 5 and 9  
Hanford, CA 93230  
(559) 584-8100



#### **Merced**

399 George Drive  
Building F  
Merced, CA 95341  
(209) 722-3501 Ext. 145



#### **Stockton**

2291 W. March Lane  
Suite C-100  
Stockton, CA 95207  
(209) 662-6073

### Veterans Plaza

119 N. Calaveras  
Fresno, CA 93701  
(559) 241-8751

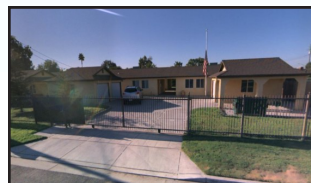
**Services:** Transitional housing for male Veterans for up to two years, case management, Veterans Safeway to Work Program (VSWP)



### HomeFront

3636 E. Eugenia Ave.  
Fresno, CA 93725  
(559) 266-1169

**Services:** Transitional housing for female Veterans with/without children for up to two years, case management



## Mental Health and Wellness

### Crisis Psychiatric Response Services (CPRS)

209 E. 7th St.  
Madera, CA 93638  
(559) 673-3508



**Services:** Service coordination to adults receiving services from designated hospital emergency departments within Madera County who are deemed appropriate for an assessment for involuntary psychiatric treatment pursuant to California Welfare and Institutions Code 5150.

### Support & Overnight Stay (SOS)

2772 S. MLK Blvd.  
Fresno, CA 93706  
(559) 512-6802



**Services:** Provides a safe, supportive environment to spend the night for individuals who arrive at an ER with a mental health condition needing services that don't require a legal hold, Case Management and transportation to ensure client engagement with outpatient mental health services, Linkages to wrap-around services.

### SOS Specialty MH Clinic

3636 N. First St., Suite 123  
Fresno, CA 93726  
(559) 512-6802

**Services:** Provides a supportive drop-in environment for individuals referred by Emergency Room Departments with access to support groups, clinicians and case management.



## Housing Opportunities

### Housing Services

1900 N. Gateway Blvd,  
Suite 158  
Fresno, CA 93727  
(559) 241-8753 Ext. 21230

**Services:** Assistance with supportive housing to families who are currently or chronically homeless, Project LiftOff, HDAP (Housing and Disability Advocacy Program), Home Sweet Home, Opening Doors to Housing and Wellness, Emergency Solutions Grant (ESG) and SSI/SSDI Outreach, Access and Recovery (SOAR).





### Criminal Justice

#### Specialized Treatment for Optimized Programming (STOP)

**Services:** Case management, treatment placement in residential, outpatient and sober living, domestic violence education, vocational training, pre-employment, job placement services and transportation from prison to treatment.

##### Area 1



**Chico**  
2585 Ceanothus Ave.  
Suite 170  
Chico, CA 95973  
(530) 830-1180



**North Highlands**  
4612 Roseville Rd.  
Suite 112  
N. Highlands, CA 95660  
(916) 564-4400



**Bakersfield**  
2901 S. H St.  
Bakersfield, CA 93304  
(661) 326-0485



**Fresno**  
5014 E. University Blvd.  
Fresno, CA 93727  
(559) 214-0264



**Stockton**  
2291 W. March Lane  
Suite C-100  
Stockton, CA 95207  
(209) 662-6073

#### Custody to Community Transitional Reentry Program (CCTRP)

**Services:** Provides treatment services to female inmates (112 in San Diego, 50 in Stockton) who have a minimum of 45 day and a maximum of 2 years left on their sentence. We provide an array of gender responsive trauma informed services including substance abuse, mental health, domestic violence, education, vocational and employment readiness.



**San Diego**  
3050 Armstrong St.  
San Diego, CA 92111  
(619) 359-8266



**Stockton**  
1609 N. Wilson Way  
Stockton, CA 95205  
(209) 642-8488

### How You Can Support WestCare Online

If you know someone who loves to shop online, they can help WestCare by shopping at **AmazonSmile** (bookmark <https://smile.amazon.com/ch/86-0852629>) and selecting WestCare Foundation. A portion of the purchase will be donated to WestCare at no cost to the shopper.



WestCare is registered with **PayPal Giving Fund**. When shopping on eBay or using PayPal online, users can select WestCare as their charity of choice. Donations can be made by visiting <https://www.paypal.com/fundraiser/105865137050618816/charity/74402>



WestCare is also on **Mightycause**, the online fundraising engine. The organization participates in events like #GivingTuesday. Donations can be made by heading to the following link: <https://www.mightycause.com/organization/Westcare-Foundation>

