



THE LOOP

A COLLECTION OF STORIES FROM AROUND CALIFORNIA

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With news coming out each day regarding escalating cases due to COVID-19's Delta variant, I'd like to provide a little inspiration moving forward by first looking back on how we have not only answered the call during the past year and a half, but have managed to expand our scope of services!

In the domain of Treatment and Rehabilitation services, we opened the **Richmond Health and Wellness Center**, began offering **Kern County Drug Medi-Cal services in Bakersfield**, opened our **Intensive Outpatient Program (IOT)** in Fresno and are preparing to open **The Holy Cross Health & Wellness Center** in Fresno. Meanwhile, in Housing Services, we have begun providing housing services and shelter at the **Selma Super 8 Motel**, and were awarded a \$2.5M grant on behalf of the **Bezos Day 1 Families Fund** to further support families who are experiencing homelessness.

When it comes to challenges, we reported outbreaks at our residential treatment and recovery residence facilities. However, we successfully mitigated this crisis thanks to our staff, who work diligently to draft and implement COVID-19 operating procedures to keep our team and consumer safety at the forefront. We experienced a loss of revenue due to a low client census in many of our programs. Yet, through teamwork, we increased our census safely and worked with CDCR and other counties on rising reimbursement rates to help stabilize our affected programs. Many of our services had no choice but to adjust quickly to a virtual format, including case management, HOPWA, and outpatient services. As we became more comfortable with this new delivery method, we provided more groups and individual counseling sessions virtually.

While we did hold off on filling some vacant positions, we are proud that we did not lay anyone off despite not receiving payroll protection as many agencies did. Our staff's security has remained a priority for us, and we are thankful for their cooperation, understanding, and efforts during this time! If it weren't for our staff and the support of WestCare Foundation leadership, we wouldn't have been able to withstand the challenges that we faced!

However, we are not quite in the clear yet. So, please join us in remaining vigilant in following our COVID-19 protocols. If you have not yet received a vaccination, we encourage you to do so. If you are going to be around others, please wear your mask. Lastly, please don't forget the importance of proper sanitization and handwashing practices. We can do this, but only if we all remain proactive.

Looking ahead, the fiscal year in 2021 and 2022 looks very promising for our California operations, and we look forward to sharing updates on some exciting news as it comes in! But until then, thank you for all that you do and for your commitment to those that we serve!

Until next time, stay safe and take care,



Shawn L. Jera
COO - Western Region



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**Remembering
Toni Harrison**

WestCare Family - When we say that particular phrase, please know that it comes from the heart. With the time that we spend working and making amazing things happen together, for many of us, this is more than just a job and our coworkers are more than just colleagues – they are extended family.

In the month of July, we have mourned the loss of one of our own who was a dear friend and tireless advocate for many within Fresno's LGBTQIA+, public health, and social services communities - **Toni Harrison**.

A longtime WestCare California staff of over 18 years, the Program Director for **The Living Room**, the Chair for the Fresno AIDS Walk, and a proud grandmother, Toni's life was best embodied by her love of family and her selfless service for those who were infected, affected by or at risk of contracting HIV/AIDS. Her passion for caring for those who were impacted by this terrible virus was what caused

her to leave her home in New York in the 90's to move to California and accept a position at The Living Room from its founder and a close personal friend, Jules Mastro, prior to its merging with WestCare California in 2003. Her heart was in all that she did for this population and it absolutely showed – day in and day out.

With the void that has been left, we will forever miss her and being able to pull up a chair at her table for a chat, but we will never forget her unmatched wit, uniquely "Toni" sense of humor, and unwavering dedication for those in need of care.

Through hard work and a whole lot of heart, she truly made The Living Room, "A Place to Belong" and for that, we are appreciative of her many years of service and advocacy. On behalf of our WestCare family and those that we serve, we would like to send our most heartfelt condolences to her loved ones and thank them for allowing us to spend some time with such a remarkable individual.

TEAM Tokens - Thanking, Empowering, Appreciating, Motivating



CORE Award Recipients



February 2021: Dedication

- Jims Balista, *Disability Advocate, Housing Services*



April 2021: Above & Beyond

- Pamela Sango-Madison, *WRS Diversion Specialist, Housing Services*



May 2021: Leadership

- Shawn Jenkins, *Chief Operating Officer, Administration*



May 2021: Leadership

- Jenny Magdaleno, *Program Director, MLK Residential*

Promotions and a new member of leadership



Jennifer Childers was promoted to Women's Coordinator at MLK Residential



Gina Finn was promoted to Community Coordinator of Housing Services



Mary Greene was promoted to Mental Health Clinician of MLK Residential



Shawn Jenkins was promoted to COO of WestCare's Western Region



Gabriela McNiel was promoted to VP of Marketing for Foundation



Dayatra Latin is the new Director of Operations for California



Kudos to our amazing teams



We'd like to send special kudos to the staff and clients of our **Richmond Health and Wellness Center** for keeping the comradery alive during the COVID19 pandemic. It's what makes our WestCare Family special!



Shout out to the staff of our **SOS Specialty Mental Health Clinic** in Fresno for holding a birthday celebration for their Program Supervisor, Kim Multani!

Happy Birthday, Kim!

[Read more kudos about our WestCare Family on all our social media platforms!](#)

We're committed to staying safe. Thank you for wearing your face mask.

Program Spotlight: Intensive Outpatient Program (Fresno)



After extensive planning and efforts on the part of staff and leadership, we are excited to share that we have now opened an **Intensive Outpatient Program (IOT)** component located at the **Belmont Health and Wellness Center** and funded by the clients' Medi-Cal. Our first clients began the inaugural IOP services a month ago and we are excited to welcome them to the program, our WestCare family, and a journey towards greater wellness!

Intensive outpatient programs require a person to attend 9 to 20 hours of treatment activities per week. Outpatient programs can range from 2 months to 1 year. Individual and group therapy is the main component of IOT.

Other services include:

- Individual counseling
- Medication management
- Case management
- Introduction to support groups
- Psychiatric screening
- Vocational training

If you or someone that you know is looking for an intensive recovery experience, please contact our admissions department by calling 559-237-3420, Monday through Friday during regular business hours.



If you'd like to help support the program as they continue to get situated, they are actively looking for décor that complements the shades of blue: Navy and night escape. Small wall prints and paintings are needed in particular for smaller spaces.



If you would like to make a donation, please call 559-237-3420



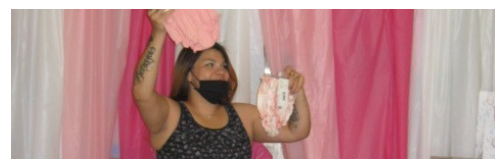
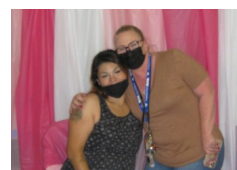
"As we have prepared the program to open and have welcomed in our first group of clients, I'd like to give special recognition to Sherri Buchanan, who has been absolutely instrumental in this by taking the time to create our schedule and plan for curriculum! Thank you for your hard work and support, Sherri!"

– Mark Leanhart, Program Director, Fresno Admissions and Outpatient



Hanford Grocery Outlet Lends Support for Those Who Have Served

As part of their annual Independence from Hunger donation drive, the amazing team at **Grocery Outlet's Hanford** location selected WestCare California and **San Joaquin Valley Veterans (SJVV)** as the beneficiaries for this year's drive with a goal of raising \$8,000 to support our programs and the Veterans that we serve! The drive officially kicked off in late June and has run throughout the month of July! Each Thursday in July, they also held a special event in their parking lot to rally support that has included BBQ and an information booth on behalf of our SJVV team in Hanford! At the time of this publication, they have informed us that they've raised \$6,000 thanks to the generosity of their local community! On behalf of our staff and those that we serve, thank you, Hanford Grocery Outlet, for your generosity and for Uplifting the Human Spirit!



MLK Residential Welcomes Another Little One to the Family!

In June, the staff of our **MLK Residential Facility** held a baby shower for Gloria, who will soon be welcoming little Liliyana to her family! We'd like to thank our amazing staff as well as those that we serve for helping make this event not only possible but such a memorable one. From our family to yours, congratulations, Gloria!

COMING UP IN AUGUST

Back to School Month
August 4: U.S. Coast Guard's 231st Birthday
August 12: International Youth Day
August 19: World Humanitarian Day
August 21: National Senior Citizens Day
August 23: Health Unit Coordinators Day
August 25: Women's Equality Day

How are you celebrating?

CP4R Presents:

SoberStock XVI
VIRTUAL EDITION

Saturday, September 25th, 2021. 10AM - 12PM

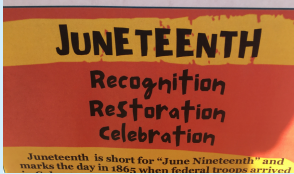
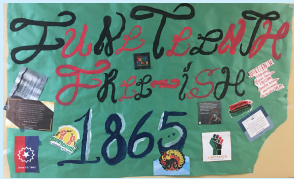
FRESNO

AIDS



WALK

FRESNOAIDS.WALK.ORG



Juneteenth Celebration at MLK Residential

Our **MLK Residential** program in Fresno was proud to join the nationwide observance of Juneteenth with a special celebration of their own! In addition to raising awareness of this important date in history, our wonderful staff presented a day of fun and culture for those that we serve that included Afrocentric music and games of basketball and volleyball between the men's and women's units. Lewis Eldridge, Men's Coordinator, remarked, "With the exception of missing your three-greens entree, we enjoyed BBQ grilled hamburgers and links, macaroni salad, corn on the cobb, green beans with bacon, pinto beans, peach cobbler, and ice cream. Many thanks to the kitchen staff, clients, Norma Gonzalez and the CORE team for helping organize it, and Carlene Mendez and BEAT team for loaning us their portable speaker for soulful music."

Thank you for all you do! CELEBRATING EMPLOYEE OF THE MONTHS



May Community Based EOTM

Francisco Gonzalez
Maintenance, MLK Residential

"Francisco goes above and beyond to ensure that the facility is in good condition. He comes to work and gives his all. There have been times that staff or myself will contact Francisco to assist with a repair in the facility and he is always quick to respond. Recently, on his day off, he went to MLK to fix the breaker in the AC system as it was not working. He went to fix it without hesitation and provided updates. He is a very hard worker."

– **Jenny Magdaleno**, Program Director, MLK Residential



May Criminal Justice EOTM

Dianna Henderson
Facility Monitor, CCTRP - San Diego

"Dianna navigated a leadership and culture change within our program and has stepped up for extra duty. She is willing to come in at odd hours and stay longer if needed. She responds well to direction and takes ownership of her position at CCTRP San Diego."

Dianna has a passion to be a guiding force in our clients' lives. She can be seen daily giving our clients an ear. She also keeps the standards of the program up and communicates daily regarding any emerging issues within the program."

– **Robert Church**, Program Director, CCTRP San Diego

JOB OPENINGS

Apply online at
careers.westcare.com

North Highlands

- Case Manager - STOP 1

Stockton - CCTRP

- Substance Abuse Counselor

Fresno - Housing Services

- Case Manager, HSP
- Case Manager, HUD Lift-Off
- Housing Locator

Fresno - The Living Room

- Case Manager - HOPWA

Fresno - City Collage

- Research Assistant (PT)
- AOD Counselor

Fresno - MLK

- Counselor Tech (2)
- Certified Counselor
- Vocational Specialist

Fresno - Administration

- Personnel Coordinator & HR Assistant

Fresno - SJVV

- Housing Locator (2)

Fresno - SOS

- Case Manager

Fresno - Belmont Health & Wellness

- Case Manager, DRC (2)
- Job Developer

Hanford - SJVV

- Veteran Advocate
- Entry Veteran Advocate

San Diego - CCTRP

- Clinical Manager LMFT
- Facility Monitor

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