

A Welcome by our Senior Vice President, Shawn Jenkins



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Shawn Jenkins

"WestCare Family, Every year, we are proud to play a part in the three day homeless Point-In-Time (PIT) count in Fresno and Madera Counties, presented during the last week in January by the Fresno Madera Continuum of Care

(FMCoC), a collaborative effort comprised of numerous local organizations that links homeless individuals to housing and other social/supportive services. Through the data that we collect, we can substantiate the need for continued funding for services for our homeless brothers and sisters living on the streets. Organizing an event of this size and enlisting the help of volunteers is by no means an easy task, but I am proud to say that our volunteer registration and training process just gets better and better with each passing year and sets an example for other communities. This marked the third year that we have used a mobile app for tallying and surveying and the second year that we've provided an online training to returning volunteers. This year, many other communities began implementing these components into their respective counts and at least two other local CoC's reached out to ask our leadership committee about our PIT methodology, data and organization of the event!

This event would not be possible without the support of the community, who came through with many donations of warm clothing, snacks and personal care items for hygiene and food kits to be given to participants in the survey. Our Homeless Engagement Resource and Outreach (HERO) Team, once again played a tremendous part in not just the event itself, but by laying the foundation for it through coordinated entry services and daily outreach with homeless individuals in Fresno, who were more receptive to our volunteers because of their experience in working with the HERO Team.



This wonderful group has become very well known in the community for their outreach and efforts and are on a first name basis with the individuals that they serve.

This year's PIT also received attention from key officials in our community including a proclamation sponsored by Fresno City Council President, Esmeralda Soria, a proclamation sponsored by Fresno Board of Supervisors Chairman, Sal Quintero and speeches before our evening tally and daytime survey by Mark Standriff, (title) and H Spees (title) on behalf of Mayor, Lee Brand. We also had members of the local press who interviewed and shadowed several of our teams on behalf of Univision 21 Fresno, KSEE 24/CBS 47, ABC 30 and the Fresno Bee. We were also honored to have representatives on behalf of Assemblyman Joaquin Arambula as well as Fresno Mayor Lee Brand shadow our teams, help conduct surveys and witness firsthand what the PIT is all about.



(Left) Mark Standriff, Director of Communications and Public Affairs, City of Fresno (Right) H Spees, Director, Strategic Initiatives, Office of Mayor, City of Fresno

In closing, I would like to recognize our amazing WestCare California staff from Housing Services, Veterans Services, Treatment & Rehabilitation, Health & Wellness, Education & Prevention and our



Administration for coming together to help with this absolutely crucial effort. Thank you for helping make this year's PIT count a success and thank you for choosing WestCare every day!

Sincerely,

Shawn A. Jenkins

**Shawn A. Jenkins,
 Senior Vice President,
 WestCare California**

California News

1/23 – 25: 2018 Fresno Madera Homeless Point-In-Time Count

WestCare California staff from our Admin, Housing, The Living Room, Behavior Education And Treatment (BEAT), and San Joaquin Valley Veterans (SJVV) programs joined over a hundred other agency and community volunteers in this year's homeless Point-In-Time Count presented by the Fresno Madera Continuum of Care (FMCoC). Over the course of the three day event, volunteers tallied and surveyed homeless individuals in Fresno and Madera Counties in order to provide the collected information to the Department of Housing and Urban Development (HUD) and show the need for more services in our community geared towards ending homelessness among Veterans and the chronically homeless.



Criminal Justice News

1/19: Elijah's House Graduation



The Elijah House, located in Butte County recently hosted a graduation ceremony in recognition of nine WestCare STOP Area I participants that successfully completed their

residential treatment program! Staff and participants shared testimonies and enjoyed a lunch celebration after along with their family and friends. As a special treat, past alumni in attendance gave speeches in support of the graduates. Statements like, "You hold the pen that will re-write your life" and "You grow when you give" resonated with all in attendance for this uplifting event!

Veterans News

1/25 - 26 SJVV Hanford Attends Four Project Homeless Connects in Two Days!

Our San Joaquin Valley Veterans (SJVV) program in Hanford never ceases to amaze us with four appearances at Project Homeless Connect events in Hanford, Visalia, Tulare and Porterville in two days, three of which were on one day alone! Their dedication to helping our local Veterans truly knows no bounds!



A SJVV Success Story: Tony L.

We'd like to share a letter written to our staff by the brother of Tony, a Veteran who was released from prison in August with no place to go. The day after his release, he came to our San Joaquin Valley Veterans (SJVV) office in Hanford, CA and was immediately housed by their staff and shortly after, was enrolled into school to obtain his trucking license! In December, he was discharged from the program having exceeded the requirements from earned income! He has since done extremely well for himself since he first stepped through our doors. We are proud so of all his hard work! Congratulations, Tony!

"Hi Stephanie,

I wanted to share these photos with you. I am so proud of my brother and the progress [that] he has accomplished in such a short period of time. I thank God for watching over him, because only God could create all the milestones in his life to date. I thank you too for being a great support mentor and I know he has great respect for you and your staff at WestCare. Your organization's name says it all. You CARE."

With great respect,

Steven L.



Program Spotlight

Veterans Services: Re-Entry Opportunities And Development (ROAD) Home



ROAD Home is proudly offered by our San Joaquin Valley Veterans (SJVV) location in Fresno and is made possible by the Homeless Veterans Reintegration Program (HVRP) grant. ROAD

Home staff work to give homeless Veterans a new lease on employment through job training, interview preparation and linkage to potential employment opportunities. Incentives are used to strengthen Veterans' individualized employment plans, which can include but are not limited to shoes and interview clothing, personal hygiene items, work-related tools, tuition assistance and textbooks. In addition to employment assistance, Veterans served by ROAD Home may also be applicable for housing assistance through the Supportive Services for Veteran Families (SSVF) grant also offered by SJVV. Since starting up in the summer of 2017, ROAD Home's biggest success story is Loretta C., a 62-year-old Veteran who was homeless and seeking employment. She currently has her own apartment and is finishing up a pre-apprentice program hosted by Workforce Connections. Loretta credits ROAD Home Job Developer, Banita Stennis, for getting her through this trying time. She is due to graduate the pre-apprentice program March 29, 2018 and already has a job offer to drive buses in San Francisco. Loretta plans on accepting the offer and is ecstatic on this new opportunity in San Francisco.

Staff Spotlight

Banita Stennis, Job Developer, R.O.A.D. Home

"As the Job Developer, I have an integral part of the R.O.A.D. Home program as I takes the lead in fulfilling both of the program's operational goals: Assisting our Veterans in creating step-by-step plans for successful reintegration and creating partnerships with agencies and employers in the community who will bolster the success of our Veterans. My position entails resume and cover letter writing, securing interview and work attire, conducting mock



interviews and providing vocational counseling. In order for Veterans to successfully exit the program, they will rely on the partnerships I created within our community. Whether it's mental health services, services related to specific disabilities, vocational training, apprenticeships or employers, I ensure that our Veterans have meaningful services to connect with. When I am not presenting our program to employers and partner agencies or serving Veterans, I spend my time with my family and friends, camping, riding my wave runner as well as planning and decorating events."

Health & Wellness Corner

"New Year...New You!"

By Erin Shelton, Housing Matcher, Housing Services

"With the New Year, many of us set goals to work on throughout the year. The highest-ranking resolution or goal is that people want a healthier version of themselves. My husband Cleadus Shelton and I have made health our goal for this year. We are focusing on ourselves first before anything else and are going to practice self-care. New Year's resolutions are hard to maintain and many fail within a couple of months into the New Year. The reason is that we set too many expectations of ourselves. Most of us create a long list of goals that we would like to accomplish for ourselves but in reality, we are just creating unrealistic goals. We end up with a long list and try to do everything at once, relying on our emotions to keep us motivated until we achieve them. So what should we do instead? I'm glad you asked! Change just one of your habits that is going to create the most change. Change one thing in your everyday normal routine which is a crucial step to alleviate the resistance to change. The top 5 resolutions that people create for themselves are:



1. Eat better
2. Exercise more
3. Spend less money
4. Self-care (getting more sleep)
5. Read more books

Change takes time and it doesn't happen overnight. Instead of working on a long list of goals, set one goal that you would like to work on throughout the year.

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You can then work on another goal a few months into the New Year and so on. Here's just a list of the 21 habits of successful goal setters:

1. They keep a journal
2. They talk to themselves in a mirror
3. They meditate
4. They read
5. They embrace their fears
6. They know that failure is part of success
7. They associate with only positive people
8. They set intentions
9. They talk to the universe
10. They are thankful
11. They prioritize their time
12. They don't sweat the small stuff
13. They focus on what they can control
14. They actively listen
15. They enjoy money as a byproduct of their dream
16. They don't count on luck
17. They love having fun and celebrate
18. They forgive themselves and others
19. They never give up but will change when needed
20. They don't make rash or emotional decisions
21. They listen to their intuition



Hopefully, you noticed that most of these new habits are not activities, like going to the gym. Instead, they relate to creating new patterns for your thoughts. Once you change your thoughts or

your mindset, your habits and actions will automatically change too. Remember to celebrate all wins whether big or small so you train your subconscious brain to program you for continued success! Positive reinforcement is key to staying motivated in achieving your goals.

Kudos!

Cassie Alvarez, Recruiter, Administration

Within the span of three days in late January, Cassie attended and represented us at three volunteer and career fairs including a career fair hosted by Senator Andy Vidak! Thank you for all that you do, Cassie!



MLK Residential Walking Group



Kudos to our staff at our MLK Residential facility who have begun a regular walking group to promote wellness and self-care!

Margaret Tidwell, Outpatient Counselor, Belmont Health and Wellness

“Margaret always comes into work with a positive attitude. She is a wonderful team player, ready to get any job done! Provides only excellent service to our outpatient clients. She is as sweet as apple pie. It is a pleasure to work with her. Thank you Margaret for Uplifting the Human Spirit in all that you do!”

– Admissions/Adult Outpatient Team



Staff Recognition Awards

December 2017 Employee of the Month - Community-Based Programs: Justin Carter, Vocational Counselor, MLK Residential



“Justin’s willingness to go above and beyond his job description is an inspiration to us all. He takes on tasks and assignments without question or complaint. He was instrumental in getting the MLK clients signed up for the Hells Angels bike giveaway as well as

assisting with the Toys 4 Tots sign-up. He volunteered to provide assistance at the bike giveaway and was extremely helpful to all. In the facility, he has taken on group facilitation for the M2M as well as the W2W programs when we are short staff. He has covered SOD shifts for short and long periods of time when someone calls out or needs to take a lunch. He transports clients and assists with testing clients or any other task he is asked to do. He not only does what he is asked to do, whether it is his assignment or not, but he also offers to assist quite often. Justin is always smiling and appears to help others make it through rough days. He exemplifies the term Uplifting the Human Spirit and is often ‘Caught Being Good.’” - Gary Knepper, Program Director, MLK Residential

**December 2017 Employee of the Month - Criminal Justice Programs:
Renee Wirgler-Aiello, Contract Compliance, STOP Area I (Sacramento)**



“Renee is an extremely hard worker who is dedicated to WestCare on so many levels. She was originally hired as an Admin Assistant, but wore many hats and consistently went above the call of duty. When I needed a temporary Contract Compliance person, she stepped up to the plate and took on the task of getting that

department back on track all while still doing her duties as Admin Asst. She endured the ridicule that came with her accepting this temporary position and the loss when it was taken back. Only month later only months later, she had the opportunity apply for the position on a permanent basis, which she did! Since being in this position, she has managed to get complete Live Scan forms from 90% of our CBP's and all of our contract files up to date all while learning as she goes. Renee is very deserving of this award!” - **April King, Program Director, STOP Area I**

Mark Your Calendars!

3/3: 2018 Fresno Chinatown Parade



Join our staff from The Living Room and BEAT as well as the Fresno AIDS Walk committee as they walk as a float in the 2018 Fresno Chinatown Parade! We will also have a booth on hand promoting all of our programs and services!

**Saturday, March 3rd, 2018
Fresno Chinatown District:
Kern and F Street, Fresno, CA 93706
10am - 3pm. Parade starts at 12pm.**

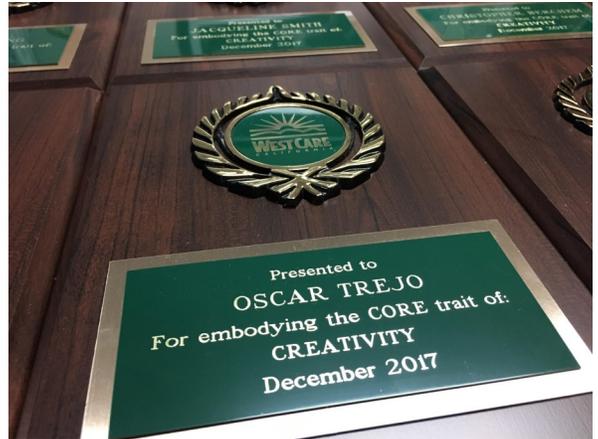
Question of the Month

What's an interesting hobby of yours?

Send us your brief one to two sentence answer and if possible, a photo and we'll include it in our February 2018 issue!

Characteristics of Remarkable Employees (CORE) Awards: Creativity (December 2017)

In January, we took nominations for the December 2017 award for Creativity for individuals who have used their creativity/innovation in programmatic areas to enhance delivery of services to clients or increase efficiency.



And the recipients are:

- GABRIELA MCNIEL** | Group: Administration
- CHRISTOPHER BERCHEM** | Group: Bakersfield
- GINA MURO** | Group: Belmont, TLR, Housing
- STEPHEN YOUNG** | Group: CMC, PBSP, VSP
- ADA BAILEY** | Group: CCI, CSP, SCC, WSP
- DIANA CAMACHO** | Group: CCTRP San Diego
- SHEILA MURRAY** | Group: CCTRP Stockton
- VERONICA GONZALES** | Group: MLK Residential
- AMANDA GUZMAN** | Group: SOS and CPRS
- JACQUELINE SMITH** | Group: STOP Area I
- YOLANDA MARTINEZ-NUNEZ** | Group: STOP Area 3/Data
- OSCAR TREJO** | CORE group: Veterans & Adolescent Services

Send your content to the Loop!



Gabriela McNiel, Director of Marketing and Michael Mygind, Special Projects Officer

The Loop newsletter wouldn't be possible without the regular submissions that we receive from our 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 both:

gabriela.mcniel@westcare.com
michael.mygind@westcare.com

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

Liberty Plaza (Sober Living)

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

Services: Sober Living for Women



Belmont Health & Wellness

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

Services: Admissions, Adult Outpatient Program, Behavior Education And Treatment (BEAT)



MLK Residential

2772 S. MLK Blvd
Fresno, CA 93706
(559) 265-4800

Services: Men's/Women's Short Term Residential, Men's/Women's Long-Term Residential, Residential Treatment Program for Women and Children (M'ella), Residential Treatment Program for Men and Children: Papa Natal, Residential Multi Service Center (RMSC)



Mental Health and Wellness

Crisis Psychiatric Response

Services (CPRS)

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

Services: Mobile emergency department response services, Mental health services, crisis intervention, wellness planning, discharge planning, Consumer centered and team based interventions, Service coordination to adults and older 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



Education and Prevention

The Living Room

901 E. Belmont
Fresno, CA 93701
(559) 486-1469

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



McKinney Plaza (Sober Living)

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

Services: Sober Living for Men



Day Reporting Center

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

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



Y-MAX Adolescent Program

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

Services: Adolescent Outpatient Drug-Free Program



Bakersfield Residential

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

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



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 outpatient mental health programs and supportive services such as housing, food stamps, general assistance and SSI



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.)



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



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



Merced
399 George Drive
BLDG. F
Merced, CA 95341
(209) 662-6073



Stockton
4545 Georgetown Pl.
Building D
Stockton, CA 95207
(209) 662-6073

Housing Opportunities

Housing Services

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

Services: Assistance with supportive housing to families who are currently or chronically homeless, Project LiftOff: Housing programs for low income families with a disabled family member, Emergency Solutions Grant (ESG), HERO (Homeless Engagement Resource Outreach) Team, SSI/SSDI Outreach, Access, and Recovery (SOAR).



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 Eugenia
Fresno, CA 93725
(559) 266-1169

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



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



Sacramento
1804 Tribute Rd.
Suite K
Sacramento, CA 95815
(916) 564-4400

Area 3



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



Fresno
2772 S. MLK Blvd
Fresno, CA 93706
(559) 265-4800

Criminal Justice (Continued from Page 7)

Custody to Community Transitional Reentry Program (CCTRP)

Services: Provides treatment services to female inmates (83 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

Single-Level Cognitive Behavioral Treatment (CBT) Substance Use Disorder Treatment (SUDT) Program - Men's Services:

Provides Cognitive Behavioral Treatment (CBT) to offenders utilizing a therapeutic community approach and evidence-based curricula and interventions. The program seeks to teach and support participants in generating alternative solutions and adopting pro-social, law-abiding lifestyles. Curriculum includes Substance Use Disorder Treatment, Criminal Thinking, Anger Management and Family Relationships.



Wasco State Prison (WSP)
701 Scofield Avenue,
Wasco, CA 93280
(661) 758-8400 Ext 6181

Single-Level Substance Use Disorder Treatment (SUDT) Program - Men's Services:

Provides evidence-based SUDT programming to male inmates who are high-risk offenders.



California State Prison - Corcoran (CSP - COR)
4001 King Avenue
Corcoran, CA 93212
(559) 992-8800 Ext. 5893



Valley State Prison (VSP)
21633 Ave. 24
Chowchilla, CA 93610
(559) 665-6100



Sierra Conservation Center (SCC)
5100 O'Byrnes Ferry Rd.
Jamestown, CA 95327
(209) 984-5291 Ext 5637



CA Correctional Institution (CCI)
24900 Highway 202
Tehachapi, CA 93561
(661) 822-4402 Ext 4503

Men's In-Prison Rehabilitative Cognitive Behavioral Treatment (CBT) Program:

Provides Cognitive Behavioral Treatment (CBT) to offenders utilizing a therapeutic community approach and evidence-based curricula and interventions. The program seeks to teach and support participants in generating alternative solutions and adopting pro-social, law-abiding lifestyles. Curriculum includes Substance Use Disorder Treatment, Criminal Thinking, Anger Management and Family Relationships.



Pelican Bay State Prison (PBSP)
5905 Lake Earl Drive
Crescent City, CA 95531
(707) 465-1000 Ext. 7530

Multi-Level Program - Men's Services: Serves Long Term Male Offenders through their Long Term Offender Program (LTOP) who will not be released in the near future. Provides Cognitive Behavioral Therapy (CBT) and multi-level evidence-based Substance Use Disorder Treatment (SUDT) with curriculum on substance abuse, criminal thinking, anger management and family relationships programming for male inmates who are high-risk offenders as well as reentry services.



CA Men's Colony (East and West)
CA Highway 1 North
San Luis Obispo, CA 93409
(805) 547-7900 Ext. 7878

Multi-Level Substance Use Disorder Treatment (SUDT) Program - Men's Services: Provides multi-level evidence-based SUDT substance abuse, criminal thinking, anger management and family relationships programming for male inmates who are high-risk offenders.