



**Family Service Agency  
of San Francisco**  
*Changing lives since 1889.*

*Family Album*

COMMUNITY NEWSLETTER

FALL 2011 ISSUE

**Mia: Teen Mom,  
College Grad, and Now  
FSA Counselor**

Forty-five years ago, Mia Washington became a teenage mother. At that time, services like those provided at our Teenage Pregnancy and Parenting Program were not available, so Mia dropped out of school and was home-schooled while she was pregnant. As a result, she has always pushed education and feels that it should be an integral part of every person's life.

Fifteen years later, as her children were completing their high school education, she decided that it was her turn to pursue her lifelong dream of earning her college degree. Graduating from Holy Names College, she is the first one in her family to get her bachelor's degree. During this time she started mentoring at FSA's Teenage Pregnancy and Parenting (TAPP) program, encouraging teen mothers to continue their education and bonding with them over their shared experiences. However, completing this degree was not easy. Six weeks before her graduation,

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*"If it hadn't been for FSA, I wouldn't have been able to make it through those first nine months."*



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*"A nation's greatness is measured by how it treats its weakest members."  
- Mahatma Gandhi*

Dear Family Service Agency Friends,

Budget debates have dominated the news for weeks. State and national legislators face difficult decisions that require balancing competing needs to stimulate the economy while reducing state and national deficits. Numbers reach the hundreds of billions of dollars and the debate can be dizzying and discouraging.

We at Family Service Agency are not equipped to debate economic theory; we are experts in providing research-based services to vulnerable individuals. We are one of the City's largest and most respected providers of services and many of these are threatened by potential funding cuts. But rather than debating economic theory, we want to use this issue to humanize the conversation. As you read about Patricia, George, Mia and the kids at Family Developmental Center, I'd ask you to consider which of them should not have been served. How would our community have benefited if George had been unsupported in his Tenderloin SRO? How much better would we all be if Mia could not have placed Lynn in the FDC. Should Patricia not have been coached, coaxed and supported in her successful effort to re-enter the workforce? Should we no longer provide subsidies to Isidra and William who provide daily support to infants at the Family Developmental Center?

It is easier to talk about budget cuts when you focus on numbers. At FSA we focus on people and imagining cuts when put in human terms is almost too difficult to bear. We know that over the next several months, local, state and federal funding streams will be cut, in some cases severely. We also know that we can count on you to soften the blow these cuts will deliver.

When you open the envelope containing Family Service Agency's fall campaign appeal please think of George, Patricia and Mia. We have thousands more individuals who are depending upon you.

Thank you in advance for your continuing generosity.

Thank you,  
Bob Bennett  
Family Service Agency CEO



Robert W. Bennett, CEO

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## Mia: Teen Mom, College Grad, and Now FSA Counselor

continuation from front page

Mia's sister, who struggles with mental health issues and substance abuse, had a baby. Due to her sister's unstable state, Mia took on caring for the baby amidst her class load and being a parent to her own two children.

Mia now found herself with two teenage children of her own and her sister's newborn, whom she adopted shortly thereafter. While she had a very extensive and supportive group of family and friends helping her with the infant, she was desperate to find a daycare that could attend to the baby's very many needs. Since she had been volunteering at TAPP, Mia knew of FSA's Family Developmental Center (FDC) which is the largest infant and toddler child development program in San Francisco.

Mia found her "lifeline". She states that if it "hadn't been for FSA, I wouldn't have been able to make it through those first nine months." In Room 1 on 2730 Bryant Street, the "beautiful, nurturing teachers" Lourdes and Maria took turns holding the baby, Lynn, throughout the day. Mia states that it was a blessing to have them; they kept track of all of Lynn's progress recording every little thing that had happened to her throughout the day. It was a team effort to ensure that Lynn got all the care she needed.

Lynn, now 22 years old, is taking classes at City College and hopes to attend CSU East Bay to study media. Mia wholeheartedly believes that "FSA really was a life turning event for my daughter; it really got her started off. I don't know what kind of child she would have been without FSA."

Mia had planned to get her master's in 1989 after graduating from college, but due to the extensive care that Lynn needed, this plan was delayed. Nevertheless, 20 years later she enrolled in California State University, East Bay and has now received her Masters in Social Work. She is now employed at FSA's Adult Care Management unit, helping people like George (see page 5) in their battles with addiction and depression. A circle bound with FSA there for her and now she is here to help others. That is a true success story.



Our Facebook Page delivers details of upcoming events, personal stories from clients, and general thoughts of our CEO straight to your news feed.

Want to hear more stories like Mia's? Support FSA by liking our Facebook Page! Simply search for 'Family Service Agency of San Francisco' and click the 'like' button!

**"Like" us today!**

## Breaking News

### PREP Success.... Andrew Heads to College

FSA's Prevention and Recovery in Early Psychosis (PREP) has received national coverage for its ground-breaking success in improving treatment outcomes for individuals battling early psychosis. In a NewsHour Report, one of PREP's clients was featured extensively. We are pleased to note that since that report Andrew has graduated from high school and that he will be attending Occidental College in Los Angeles. He had his last appointment at PREP on August 18th where he laid out his plan for sustaining his recovery while away at school. In four years, we will report on his graduation from college!



### It is Thrive Time! Kaiser Funds FSA Farmer's Market



Before the Farmer's Market itself, children learn about food in classroom lessons. Here FDC Teacher Gladis Cubas reviews foods with a small group of children.

Kaiser Foundation has approved a \$20,000 grant proposal for FSA, extending their prior support for an innovative Farmer's Market delivered to families served by the Family Developmental Center and Teenage Pregnancy and Parenting Program. A partnership with the San Francisco Food Bank, the Farmer's Market provides families with free fresh produce weekly, a variety of food related education, and demonstrations designed to help families improve their diets. Kaiser funding supports education and demonstration activities as well as supplementing food provided by the Food Bank. FSA plans to use this grant as a starting point for creating a more expansive health promotion initiative that will seek to reduce obesity, risk for diabetes and other preventable health conditions. More soon.

### Using Technology to Improve Health Outcomes for Seniors

FSA has just received a highly competitive technology grant from the Center for Technology and Aging. The grant will provide \$100,000 over a one-year period to enable FSA to expand its use of CIRCE, FSA's award-winning database. With CTA funding, FSA will develop new applications of the database for use by case managers working with isolated seniors, for treatment providers serving older adults struggling with substance abuse, and to expand the National Council on Aging's use of the tool in assessing older adults re-entering the workforce. The Center for Technology and Aging supports the adoption and diffusion of technology-enabled care that is patient-centered, coordinated, efficient and effective. Established with funding from The SCAN Foundation (thescanfoundation.org), CTA is affiliated with the Public Health Institute in Oakland, CA. We are grateful for their support.

### FSA a Grant Finalist with Salesforce.com

FSA is also a finalist in another technology grant competition sponsored by the Salesforce.com Foundation. At the 2011 national conference, Dreamforce 2011, Family Services Agency will be demonstrating how CIRCE is now being used with iPads to utilize 3G cell phone connectivity, greatly expanding our ability to use CIRCE in remote locations. Salesforce.com funding would be used to develop a wide range of CIRCE applications, including use in remote locations throughout China and Mexico. By creating these technology tools Family Service Agency not only helps elevate the practice of providers throughout the world, it is creating a potential funding stream that can support FSA direct services and protect those services from future budget cuts. In addition to technology tools, please see page 7 to read about how the Felton Institute is leading the way in developing these technologies, as well as online training and clinical coaching in evidence-based practices (EBP), and in implementing and disseminating innovative approaches to service delivery.

## Children, Youth and Family Division Lily Loves Lions, Lila Loves FDC

Lily Rodriguez was born premature. Her mother, Lila, was only 16. After missing four months of school, Lila went back to Hilltop High School and Lily entered FSA's Family Developmental Center (FDC). FDC offers a developmental childcare and school-readiness program for infants, toddlers and preschool children and their families. As many mothers know, it is hard to leave your child in the care of others. Lila was reluctant to leave her daughter with anyone, and with her mother working a full-time job it was impossible for her to keep her at home. FDC provided the perfect solution for her with the daycare located in the same building as Hilltop High School. With Lily enrolled at FDC, Lila was able to complete high school and get a job as a Medical Assistant.

Four years later, Lily is spending her last few months at FDC and will start Kindergarten next fall. Lila will also be returning to school to become a Licensed Vocational Nurse. She was inspired to work in the medical field after watching her grandmother struggle to communicate with non-bilingual nurses. Lila believes that "without FDC I wouldn't be in school or working."

Lila appreciates all that FDC has done for her daughter: "They potty trained her, she talks to anyone, and she speaks both English and Spanish." When asking Lily what her favorite parts of preschool are she smiles and starts to gush about her friends and playing with the toy animals, her favorite being the lion.



FSA's Family Developmental Center is committed to providing responsive developmental child care in an equitable, nurturing, challenging and inclusive program which addresses the medical, educational and social needs of the child and family.



## Kudos to Elizabeth Larose FSA Board Chair Finishes Second Term

This June, Elizabeth Larose completed her second term as chair of FSA's Board of Directors. Elizabeth was one of our most active chairs; there was rarely a graduation, a celebration, or a special event that Elizabeth did not attend.

Elizabeth devoted a great deal of time to strengthening and building our Board of Directors. She was instrumental in reconfiguring our annual goal-setting process and our triennial strategic plan development. Under her leadership, FSA grew through the recession from a budget of \$12 million to over \$16 million. During that time, she was a rock of support for our ongoing struggle to retain funding and jobs for our staff and services for our clients.



Bob Bennett, CEO, states "I personally greatly benefited from our monthly lunches at the Asian Art Museum, where we discussed all FSA's challenges and accomplishments, followed by a tour of whatever exhibit was showing in the museum. With an art history degree, Elizabeth is the first person I ever met who could name more than one French Academic painter. She is also the only person I know who has been on all seven continents." Elizabeth landed on her seventh continent—Antarctica—while she was board chair.

Elizabeth is being succeeded as Chair by Eric Severson, but she is not losing touch with FSA. As a middle school division director of the Chinese American International School (CAIS) in San Francisco, she has created a very rich connection in which CAIS Middle School students participate in FSA's Older Adult Day Support Center. While we will miss Elizabeth's board leadership, we are heartened to have her continuing involvement through this partnership with CAIS Middle School and the Older Adult Day Support Center.

## FSA Welcomes Eric Severson as Board Chair

We are very pleased to announce that Eric Severson is our new board chair. Eric joined the board in 2003 and has been an active part of multiple committees. He states that during his tenure he has been able to help the agency address a range of operational issues in his early years enabling FSA to now focus on the important work it does for underserved people in the community.

His dedication to our board stems from a family legacy of community engagement and board involvement in social service agencies ranging from Planned Parenthood to the March of Dimes. He strongly believes that volunteer involvement in non-profit leadership creates a better community, and through this volunteer work, he also becomes a better leader.

Eric's experience as Senior Vice President of Human Resources at Gap Inc. allows him to use his training in management, business and human resources to provide unique insight into the structure and management of FSA. His warmth and strength of conviction is infectious and his positive, optimistic outlook inspires all who work with him. We look forward to working under his leadership.



# Make a Difference by Volunteering

## A Win-Win Wonder

Isidra and William Hernane have volunteered as foster grandparents at FSA's Family Developmental Center (FDC) since June 2010. From 8:30 a.m. to 2:30 p.m., Monday through Friday, Isidra and William assist FDC staff in the care of preschool children, from infants to five-year-olds. Through the efforts of foster grandparents, FDC children receive much more individual attention and teachers and assistant teachers are freed to work more closely with children with developmental challenges.

But it isn't only the children who benefit from this program. "We enjoy it very much," says Isidra. "We treat them as our own grandchildren." With six children and 16 grandchildren of their own back in the Philippines, Isidra and William say that the daily experience of caring for children at FDC makes it easier for them to cope with being away from their own grandchildren.

"We make them feel cared for. We love them; they love us," says Isidra, summing up the retired couple's relationship with the infants and toddlers who benefit from FDC's daycare program.

The foster grandparent program at FDC brings in senior volunteers from the community. Currently FDC has seven foster grandparents and is hoping to get two more so as to be able to have one for each classroom. The foster grandparents work 3-5 days a week; many have worked at FDC for several years, further strengthening their bond with the children that love them. The Foster Grandparent Program is an extremely low-cost way to raise the quality of care for children while providing low-income seniors with stipends that contribute to their independence. "A win-win program," commented CEO Bob Bennett, adding, "and a program that barely escaped cuts during federal budget negotiations." FSA will keep our supporters informed about the Foster Grandparent Program's funding status next year via the monthly e-letter.



# Adult Division

## Happy to Hit 60!

In speaking with George Winkler, you would never know that he has been battling alcoholism and severe and recurrent depression for the past 26 years. Six years ago, George came to Family Service Agency where he now receives case management, money management, medication support and meets with a psychiatrist. He states that FSA has "provided crucial stability" for him. As a self-professed military brat, George grew up in eight different states. As an adult, he suffered from depression and started to self-medicate with alcohol, which grew to addiction. He has now been sober for 21 years and with alcoholism and depression being daily battles he affirms that "on my own, I wouldn't have made it. Now I am able to navigate."

George participates in FSA's Adult Day Care Unit which provides intensive case-management for individuals, enabling them to live in the community and to maintain

the greatest possible independence, stability, and level of functioning. His case manager not only oversees his well-being, but is someone he can talk to about all aspects of his life, not strictly depression and addiction. His case manager and psychiatrist work in tandem to ensure that he is receiving the care that he needs. George speaks fondly of his family, which is spread throughout the country, but professes "while my family is loving they aren't trained. They aren't clinical therapists." He strongly believes that the services he is receiving at FSA have alleviated his family of much grief and concern that accompanies caring for someone with depression.

Today he lives in a residential hotel and seems very happy. He states, knowingly, that he "will have depression for the rest of my life, but FSA plays a crucial role in the lives of people like me. I am very happy to have made it to 60."



### Volunteer Opportunities

**Long-Term Care Ombudsman Program.** Ombudsman volunteers visit seniors in nursing homes and assisted living facilities to advocate for good care, rights and general wellness.

**Senior Companions Program.** Senior Companions visit frail and homebound seniors and help read mail, play games, interact with and share about one another's experiences, helping them lead more fulfilling lives.

**Senior Peer Support Program.** Imagine becoming a Senior Peer Counselor and brightening the day of a fellow senior. Visit for an hour or more and help them with day-to-day needs, accompanying them on errands and miscellaneous tasks.

**Hilltop High School.** We need volunteer tutors at Hilltop High School to work with pregnant and parenting teens.

**Family Developmental Center.** Gain invaluable experience working in a classroom with 0-5-year-old preschoolers.

**Foster Grandparents Program.** Foster grandparents work with children ages 0-5 to help them learn new skills and gain confidence as well as support teachers.

## Senior Division

### FSA Math: Discounts + Employment = Independence for Patricia

Patricia Jones believes the old adage that the mind is a terrible thing to waste. She feels that not being involved and using your mind daily can cause just this. Recently she found herself out of work and struggling to find a way to pay the bills. At 58, she was unable to collect retirement for another four years and felt that many employers weren't

*"Family Service Agency's Senior Community Service & Employment Program put me back in the job market."*

*- Patricia Jones  
SCSEP Consumer*



hiring people in their late 50's. She was referred to FSA's Economic Security Initiative Center (ESIC), a National Council on Aging nationwide initiative that addresses the economic needs of seniors through a wholistic case management model.

At the Economic Security Initiative Center it was determined that she was entitled to discounts on some of her bills and could also apply for food stamps. While she didn't feel that her situation was dire enough for food stamps, she did qualify for discounts on her utility bills. She states, "of all the bills I had to pay, it was nice that some of them came with a little discount." Often the little bit of savings that ESIC can identify for a senior is just enough to help them get by. But Patricia didn't just get discounts from FSA.

Patricia also started job training through the Senior Community Service Employment Program (SCSEP) which provides workforce training for adults 55 years and over in community service organizations and government departments. SCSEP also provides a small stipend so that older adults are not completely dependent upon their savings. This program was invaluable to Patricia because it "put me back in the job arena, keeping me busy through

the day, using my craft and experience from the past 40 years. Employers could see that I was being active. If I was always at home my skills would get slower."

After three months with SCSEP, Patricia has obtained a part-time job, with the promise of full-time work in the next few months, as a customer assistant and cash clerk at Fresh and Easy. It is her belief that, "by having the SCSEP program, older adults can get back into the work environment so that a company may see that we are worth hiring, that we have the knowledge, ability, and intelligence." Way to go Patricia!

## The Felton Institute

### I Don't Know What I Want

Very often people seeking social service supports are unclear about exactly what they want or what strengths and resources could be helpful for them. For decades, case management has been a key component of most forms of mental health and social support services. In 2005, when the Felton Institute scoured the literature looking for an approach to care management that had been evaluated and demonstrated as being effective, they found nothing. With no model ready to be adopted, the Felton Institute did what it does best--invent what is needed in the field. With consultation from our UCSF research partners and informed by FSA consumer and clinician input, Felton began developing its own curriculum for a strength-based, consumer-centered care management approach. For the last five years Felton has been pilot testing it at FSA and under contracts with other agencies.



Trainer Pat Miles and therapist Christina Rappo-Soares prepare for filming a segment of the Motivational Care Management training series to be used in online training.

Motivational Care Management (MCM) is now Felton's own approach to care management. The "Motivational" component to our approach results from using engagement techniques that help providers meet clients "where they are," to help them forge a stronger relationship with the consumer throughout treatment, and to strengthen the consumer's commitment to their own recovery.



Actress Elena Escobar playing a home-bound adult with a drinking problem. FSA therapist is about to engage her using Motivational Care Management strategies.

Felton has developed a manual on how to implement MCM in a community-based setting. But while a manual can provide a text-based explanation, adopting a practice is easier if clinicians can actually see what the practice looks like in a realistic clinical setting. Felton has been working for the past year to develop an online training capacity and this summer worked with Peek Media to develop a series of MCM training videos. These videos use FSA providers and hired actors to demonstrate effective implementation of MCM.

Over the next few years, Felton will evaluate and market MCM with the intent of both raising the capacity of providers throughout the nation and providing a valuable funding stream for FSA to help protect our services from being vulnerable to funding cuts. We will keep you posted.



**Family Service Agency of San Francisco**  
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# Family *Album*

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