

# CENTER NOTES

*Moving Lives Forward*



## Notes from the President

Tim Ryder  
President/CEO

Last year marked the 50th anniversary of the San Fernando Valley Community Mental Health Center, Inc. For more than a half a century, so many people helped shape the Center and hundreds of thousands of lives have been positively impacted through the services provided. It took a lot of hard work, commitment and dedication from our board of directors and outstanding staff. Today, we can be proud that the Center continues to pursue its mission of improving the mental health of individuals and families in the Greater San Fernando Valley community. Together, we have built a legacy for our community and each day we do our part to make that community a safer and healthier place for all.

When the Center was founded, it served as an umbrella organization for Federal Community Mental Health Center grant funds for five existing independent community agencies. Those five agencies comprised a consortium, which ultimately created the Center. In March 1976, however, a change in the Center's charter permitted it to develop its own programs and seek funding for additional mental

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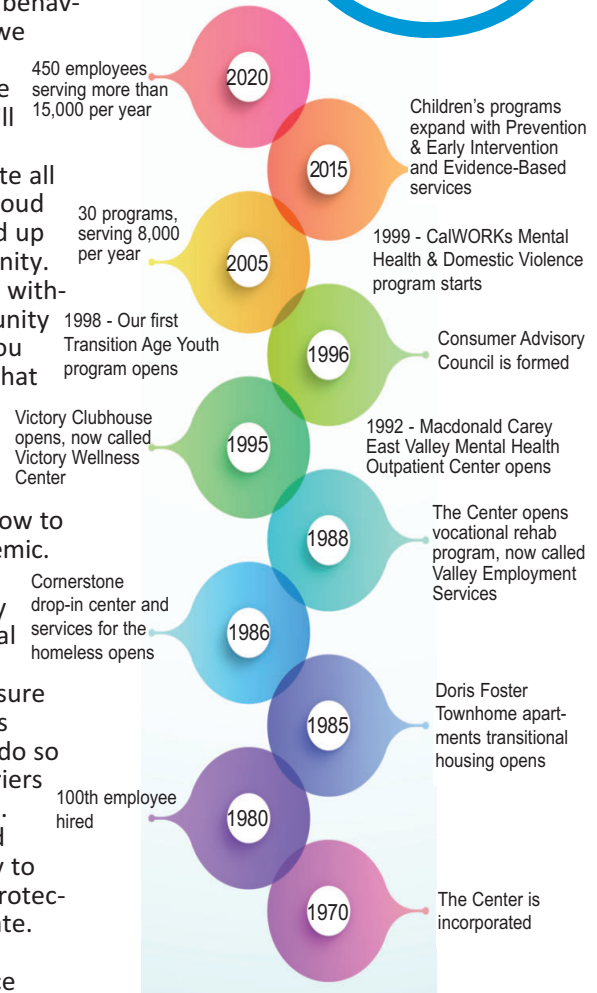
## A Look Back on 2020 and the Center's 50 Years

We all know 2020 was a year that we will not soon forget. It completely disrupted our way of life and in doing so, not only exposed the holes in our system that leave behind so many vulnerable members of our community, but also put tremendous strain on everyone. As a behavioral health service provider, we know only too well that we have just begun to address the needs of our community. It will take time to heal and put our lives back together. Yet, despite all of these challenges, we are proud to say that our Center stepped up and was there for our community. We could not have succeeded without the support of our community partners and donors. Thank you for your support and help so that we could continue to deliver truly essential services.

Early in the year, the Center quickly developed a plan on how to deliver services during a pandemic. We reprioritized our strategic goals based on the new reality of working in a primarily virtual environment. Of the utmost importance, we wanted to ensure that behavioral health services remained accessible to all, to do so safely and to address any barriers that existed to access services. Safety remained a priority and the Center worked continually to secure the needed personal protective equipment (PPE) to operate.

Adapting to a virtual workplace

*Continued on Page 3*



*The Center didn't just go virtual with its services, it went virtual with special events in 2020 - A Drink and A Laugh Wine and Comedy Night and a Self-Care Webinar...*

**Crushing COVID-19  
A Self-Care Webinar**



In September, the Center tapped into its own expertise to provide an informative and interactive webinar on self-care during the pandemic.

There's no doubt that the pandemic is causing increased stress among people of all ages. Bereavement, isolation, loss of income and fear are triggering mental health conditions and exacerbating existing ones. According to the US Census Bureau, more than 45 percent of people reported symptoms of anxiety and depression in December.

Dr. Colin Dias, Medical Director for the Center, provided a presentation of the science behind COVID and discussed its psychological impact.



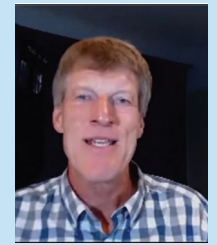
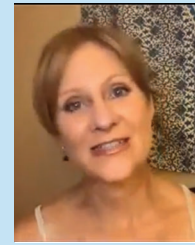
*Dr. Colin Dias*



*L-R: Kim Morrow-Bell, Christina Giles*

Center staff Kim Morrow-Bell, LMFT, Program Coordinator for the Bullying Advocacy and Caring For Kids Programs, along with Christina Giles, LMFT, Program Manager, CalWORKs program, led the presentation on self-care. Both are certified in Trauma-Focused Cognitive Behavioral Therapy and provide ongoing training to our clinical staff throughout the Center on trauma-informed services and self-care. They offered strategies to help mitigate the stress and even find ways to enjoy life during the pandemic.

**A Drink and A Laugh  
A Virtual Night of Comedy, Food and Wine**



*L-R: Fritz Coleman, Master Sommelier Michael Jordan, Karen Rontowski, Don McMillan*

To mark the Center's 50th anniversary, a fundraiser for the ages offered attendees on November 12 a night off and a safe and fun event where they could relax and enjoy themselves, all while celebrating our momentous 50th anniversary of moving lives forward in our community.



back, relax and laugh for an hour of comedy. Thank you to our sponsors and supporters for making "A Drink and A Laugh" a great success! Thank you to our sponsors:

**VIP Presenting Signature**

**Sponsor:** StoneTapert Insurance Services

**Patron Sponsors:** All Action Security & Consulting Group, Inc., LDI Color Toolbox and HUB International Ltd.

**Friend Sponsor:** Sutton Associates

**Supporter Circle Sponsors:** AutoAid Auto Repair, Nancy Gussin, Pauline & Drew Pomerance, and Ian & June Hunter

Thank you to the following: Paula Nymann with Pavilions Burbank for making this event possible; Pavilions Sherman Oaks and West Hills for helping with the distribution of the wine and charcuterie kits; Ron DeGuzman with Jackson Family Wines and Regal Wine Co.; and, Nowhere Comedy Club for producing our event.

Community partner **Pavilions** provided an outstanding selection of wine for a wine tasting and a gourmet charcuterie board. Long time Advisory Board Member **Fritz Coleman** shared his talent for comedy and brought other comedians on board – **Karen Rontowski** and **Don McMillan**. The result was a fun night to help raise money for the Center and in doing so offered a very special night of respite, all from the comfort of one's living room.

During the wine tasting portion of our show, veteran restaurateur and Master Sommelier **Michael Jordan** entertained and guided our attendees through the tasting of three 90+ rated wines and charcuterie. Then, attendees got to sit

**Thank you to our sponsors who helped make this program possible:**

**Signature Sponsors:** Congressman Tony Cardenas, Stone Tapert Insurance Services

**"Ask the Doctor" Sponsors:** Sofia Ianovskaia, Sutton Associates

**Raffle Prize Sponsors:** Brent's Deli, Maggiano's

Please visit our web site and watch our complete self-care video at:

<https://www.MovingLivesForward.org/crushing-covid-19>

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required a considerable investment to furnish staff with the equipment they needed to operate remotely. This meant purchasing hundreds of laptop computers for those staff who did not already have one in addition to other equipment needed that would allow staff to work remotely.

Not all clients were able to access services remotely. Telephone appointments were offered as well as field visits utilizing tablets on loan during the appointments.

Understanding that many of our clients' needs increased significantly during the pandemic, therapy and case management services were adjusted accordingly. Zoom groups to help our clients feel less isolated grew in popularity. The Center's food bank addressed the food insecurity that so many of our clients are experiencing. Thanks to generous donations, more than 800 individuals and families each month received fresh food and meat, canned and packaged goods.

The Center offers nearly 100 transitional beds in various housing arrangements. Housing was converted early on to allow for greater social distancing and one site was converted to house those who needed to quarantine due to COVID-19. All Center housing went on a strict lock down at the beginning of the pandemic. If clients wanted to leave, they would not be able to return to the housing until which time they tested negative and quarantined for a two week period. Within the Center's housing, ongoing COVID-19 testing was conducted and quarantines were instituted as needed. While many housing facilities across the country were struggling with COVID spread, the Center was able to successfully contain any cases that emerged and prevent a situation that could increase the spread of the virus.

The Center's Homeless Access Center, a day-time drop-in site for the homeless, remained open with limited services for safety. Despite all of the challenges, homeless services placed 50 individuals into permanent housing during the year.



## Center Names Jorge Vega Center for Hope Honoring 40 year member of our team

The Jorge Vega Center for Hope houses six of the Center's programs and serves individuals who are homeless, at-risk of homelessness and who struggle with substance use issues. Some also have had a history of involvement in the justice system. Collectively, these programs serve approximately 750 individuals at any time. The Center relocated to an expanded site in late 2019 so that these clients could receive all of their services under one roof.

The building has been named for a member of our staff who sadly passed away in 2020 - Jorge Vega. He was a dear and cherished friend of the Center for nearly 40 years. His caring and compassion for those our Center served was extraordinary.

Jorge was an essential link between management and staff—the one who would always speak truth to power. More important was his unwavering affection and devotion for his clients, most of whom had no other avenues for support. He celebrated clients' successes large and small. He was also a strong advocate for staff. He was a role model and mentor to many, helping them to grow, succeed and help others as well. He had an extraordinary ability to bring calm to a escalated situation in a matter of seconds. He was honest, fearless, extremely loyal to the Center and its clients, and he will be greatly missed.

Jorge worked at the Cornerstone homeless program site for more than 15 years. Prior to that, he was an integral part of our Erickson Residential facility for youth.

He began working at the Center in 1983 as a mental health worker at the Erickson Center, a non-public LAUSD school and residential program. He was promoted many times over the years at Erickson Center, culminating in the position of Manager of Program Support Services in 2000.

When the Erickson Center closed, Jorge became the Client Services Coordinator at Cornerstone. His ability to care for and help others provided joy and fulfillment in his new role.

The memory of Jorge will live on at the Jorge Vega Center for Hope and will inspire all of us to carry on his legacy of care for our clients, their families, and for each other.



With more than a dozen program sites, one size does not fit all, so plans were developed for each program and how it can continue to operate in a safe and practical way. Redesigning work spaces allowed for client engagement, but not at the expense of safety or client privacy. Outside tents in parking lots enabled

staff to triage new clients and safely distance staff and client sessions.

Adult outpatient clinics were open for limited face-to-face appointments for those in crises and for those who were unable to access services through telehealth.

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# Annual Report

## New Grants and Program Renewals in 2020

### Cultural Trauma and Mental Health Resiliency Project (CTMHR)

The Center received a grant for its second year from Dignity Health to offer Mental Health First Aid training to community organizations, school personnel and other members of our community in the San Fernando Valley. The evidence-based training supports adults who regularly interact with youth and other adults to identify mental distress, address the impacts of trauma, reduce stigma around mental health, and increase resiliency. Six staff at the Center are trained to provide the trainings, now virtually. There is also a bilingual training.

If you would like to sign up for the free training, please send an email to [mhfa@sfvcmhc.org](mailto:mhfa@sfvcmhc.org) or call our administrative office at 818-901-4830 for more information.

#### Additional Grants:

Kaiser Foundation Hospitals, Panorama City  
 Los Angeles Trial Lawyers Association  
 NextGen Policy  
 One by One, 4Imprint  
 City Councilmember David Ryu  
 Supervisor Sheila Kuehl  
 United Way COVID-19 Relief Fund  
 Valley Presbyterian Hospital

## Financial Statement fiscal year ending 6/30/20

<u>Revenue:</u>		<u>2020</u>	<u>Assets:</u>		<u>2020</u>
Operating Revenues			Cash and Equivalents		5,702,104
Government Contracts		43,517,012	Receivables:		
Program Service		47,225	Contracts and Grants		5,724,704
Fee for Service Collections		38,049	Accounts Receivable - Others		129,510
Other Support Revenues			Prepaid Expenses		44,497
Contributions, Gifts and Grants		51,243	Restricted Cash		1,398,550
Dept. of Housing and Urban Grants		362,770	Property and Equipment		3,169,760
Other Revenues		2,600	Other Assets - Deposit		453,903
Total Revenues		<u>44,018,899</u>	Other Assets - Investments		2,011,423
			Total Assets		<u>18,634,451</u>
<u>Expenses</u>			<u>Liabilities and Net Assets</u>		
Salaries and Benefits		30,068,594	Accounts Payable/Accrued		10,811,461
Operating Expenses		8,381,879	Long-Term Liabilities		1,585,462
Facilities		5,471,381	Total Liabilities		12,396,923
Total Expenses		<u>43,921,854</u>	Net Assets		<u>6,238,528</u>
Excess of Revenue over Expenses		<u>97,045</u>	Total Liabilities and Net Assets		<u>18,635,451</u>

### 10 Year Revenue Comparison

2011 - \$33,671,637  
 2020 - \$44,018,899

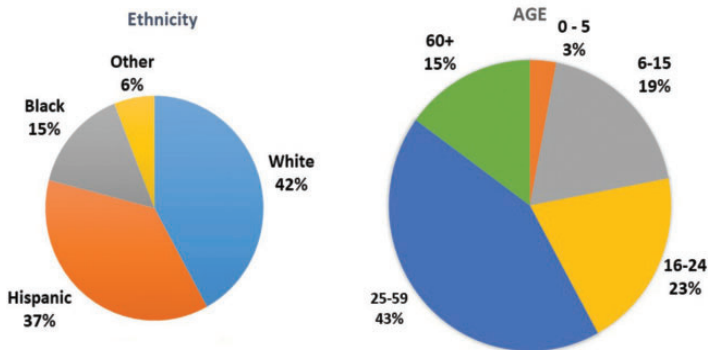
#### Program Renewals:

**Access Center**, homeless drop-in center with housing and other services offered  
**Domestic Violence Program** through the Department of Public Health  
**Client Engagement and Navigation Services (CENS)**, assessment and referral for substance use treatment through the Department of Public Health

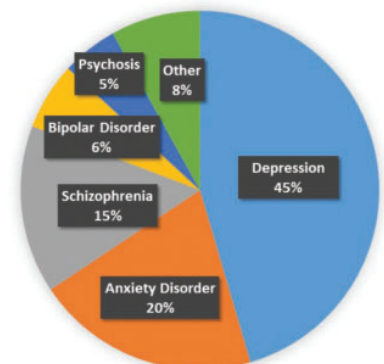
#### SFVCMHC Primary Funders:

LA County Department of Mental Health  
 LA County Department of Children & Family Services  
 California Governor's Office of Emergency Services  
 LA County Department of Public Health  
 LA County Department of Health Services  
 State of California Health & Human Services Agency Dept. of Rehabilitation  
 Los Angeles Homeless Services Authority

### Center Client Demographics



### The clients we're seeing



## Thank you to our donors.

### You helped to change lives in a year when it's never mattered more!

4imprint, Geoff Abadee, Leslie Abrahams, Vivian Akomah, All Action Security & Consulting Group Inc., Amazon Smile, Art's Delicatessen, Athleta Sherman Oaks, Aurora World, Inc., AutoAid Auto Repair & Collision Care, Otilia Baker, Heather Bartz, David Bateshansky, Baby2Baby, Jason Beck, Benevity Fund, Pamela Berg, Nancy Berry, Julie Berzon, Julian Berzon-Castrillon, Joseph Boxerman, Brent's Deli Corporate Office, Leslie Brown, Business Equipment Systems, C.P. Associates, Ltd., Jennifer Calderon, California Council of Community Behavioral Health Agencies, California Highway Patrol – West Valley, Lauren Camhi, Brian Canedo, Stevens Carey, Deborah Cherry, Annie Cho, Janet Clarke, Robert Clarke, Jeannine Coatsworth, Katharine Coburn, Congressmember Tony Cardenas, Jerome Connolly, Kat Connolly, Council President Nury Martinez, Councilmember David Ryu, Claudia Cunningham, Ann Davis, Rosa Delvalle, Dignity Health California Hospital Medical Center, Leslie DiMascio, Doris Dossier, Earthly Body, Giselle Edwards, Phillip Eide, Element Fitness (1800SHIELDS), Entertainment Earth, Inc., Anthony Estrada, Jeffery Fey, James Fitzgerald, Flair Cleaners, Jason Fourier, Gary Futterman, Gale Gable, Reginald Gallardo, Galpin Motors, Nereida Garcia, Get Together Foundation, Lakesha Gilbert, Wendy Gladney Williams, Nancy Gohata, Golf N' Stuff, Maribel Gonzalez, Aysegul Goren, Paula Grace-Watkins, Lucy Gram, Nancy Gussin, Melissa Gutierrez, Blaine Handell, Susan & Christopher Harris, Lynn Hilberg, Andra Hoffman, Jeffrey Horowitz, HUB International Insurance, Ian & June Hunter, Rieko Irisa, Marci Kass, Zita Kass, Deborah Kerr-Orlik, Theresa Kjeldgaard, Paul Klinger, L.A. Regional Food Bank, Edith Landis, Mary Larsen, Lori Laski, LDI Color Toolbox, Logistics Victory Los Angeles, Los Angeles City Controller Ron Galperin, Los Angeles Fire Department (Spark of Love), Los Angeles Trial Lawyers Charities, Lynne and Jeff Lainer Philanthropic Fund, Maggiano's - Little Italy, Darin Marinov, Market Pharmacy, Inc., Marsh & McLennan Insurance Agency LLC, Jan Maurizi, McCalla Company, Katie McMullen, Pamela McVicar, Shirley Meredith, MGA Entertainment, Michael & Renee Marx Charitable Fund, Joseph Miller, Irma Monarrez, Frank Muniz, Richard Muzzall, Nestle Waters North America, Adam Nettles, Nettles & Associates, Inc., Network for Good, Joni Novosel, Laura Obler, Odyssey Restaurant, Optimum Performance Institute, Iva-Marie Palmer, Jason Park, Susan Perry, Katherine Phillips, Sherryl Pinsker, Drew & Pauline Pomerance, Tracey Pomerance-Poirier, David Postar, Matthew Powers, Alan Priven, Frankie Quintero, William Reich, Teresita Renomeron, Reyes Coca-Cola Bottling, Lisa Riccomini, Denise Richman, Assemblymember Luz Rivas, Dianna Rodriguez, Rotary Club of Los Angeles Foundation, Anna Rubin, Charlie Rubin, Hailey Rubin, Susan Rubin, James Russell, Michele Ryan, Camila Ryder, Timothy Ryder, Sharon Ryer, Liz Salapong, Roman Shain, Shelter Partnership, Inc., Michele Shepherd, Gilbert Skopp, Shirley Smith, Annie Steinmetz, StoneTapert Insurance Services, Evan Strauss, Ronald Sundmark, Supervisor Sheila Kuehl, Sutton Associates, The Right to Shower, Madelyn Tobar, Maxine Tobey, United Way, Inc., Kathryn Vadehra, Valley Presbyterian Hospital, Van Nuys Airport, Joe Visokey, Danielle Vorzimer, Tricia Wagner, Peter Weinberger, Sandra Weiss, Michelle Wells, Anne Williams, Steve Wold, Karmen Yerumyan-Abulyan, Rik Zelman, Dennis Zine, Harry Zinn

## Thank you!

Albertson's, Pavilions and Vons for donating 465 Thanksgiving Meals to our clients in need. Thank you for more than 15 years of support to the Center and our clients.

Albertsons Northridge  
Albertsons Reseda  
Albertsons Tujunga  
Pavilions Burbank  
VONS Chatsworth  
VONS Glendale  
VONS Granada Hills  
VONS Mission Hills  
VONS Reseda

#### Continued from Page 1

health services for the San Fernando Valley.

The Center has since developed into one of the largest behavioral health (mental health and substance use) centers of its kind in Los Angeles, providing approximately \$50 million annually in services to individuals and families in our community. Our 50 programs serve clients of all ages from the 0-5 population to older adults, with a full continuum of services for each age group. The Center also provides services for the homeless including housing assistance, victims of domestic violence, a wellness and client run center as well as vocational services.

Over the years, the philosophy and practice of serving clients has evolved. The Center is proud that individual clients and families are empowered and actively participate

as partners in identifying and implementing service goals. Programs focus on prevention and early intervention, utilize evidence-based practices and work with our clients' strengths.

Further, the Center's Consumer Advisory Council, created in 1996, is comprised of clients from each of the Center's adult programs. This Committee meets monthly to advocate for the needs and wishes of the consumers and it serves as an active and respected component of the overall management of the Center. All of our services facilitate progress towards such important client goals as having a nice place to live, meaningful activity and a trusted social network.

In the future, the board of directors and management staff at the Center pledge to our clients and funders that we will continue to focus on

improving the quality and effectiveness of our programs and services through quality improvement activities and the measurement of outcomes. We will continue to examine clients' needs for a broader scope of services; innovative and early intervention techniques; more cost-effective approaches to the management of programs; and, improved cultural competency, diversity, equity and inclusion. We also pledge to stay on the cutting edge of new service technologies and partner with a broader array of community agencies to help ensure the highest quality of services possible.

Thank you for your ongoing support to the Center and allowing us to celebrate with you this very significant 50 year anniversary milestone. We look forward to the next 50 years of service to our community and hope you will continue to support us on this journey!



Each year, the Center’s Board of Directors awards scholarships to staff, students and clients. In 2020, the board gave out scholarships totaling \$18,000 to support and promote continuing education.

**Client Scholarships:**

Seven clients from the Transition Age Youth Outpatient Program received scholarships for their continued education. Scholarship money can be used to help with tuition fees for university or trade schools and other expenses such as textbooks.

Two adult clients were awarded scholarships for their continued education.

**Interns/Trainees:**

The Center for decades has had a well-known and highly respected student training program for mental health professionals. Students have a unique opportunity to build their skills for a variety of client populations - children, families, adults, homeless, and more. This applies to MFT Trainees, MSW Interns, LPCC Trainees and Ph.D. and Psy.D. practicum and interns.

In 2020, 15 interns, trainees and staff pursuing higher education were awarded scholarships. Congratulations to:

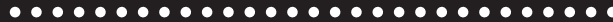
- Jennifer Adams
- Daisy Andrade Channell
- Rocio Carrillo
- Larry Clairissa
- Fawn Hart
- Sandra Marquez
- Mike Guerra
- Juan Mendoza
- Raquel Pho
- Yasuri Rivas
- Elizabeth Rodriguez
- Roxanne Sarlak
- Kevin White
- Kimberly Yzaguirre
- Sam Woolf

**Center Staff in the News**



**Councilmember Paul Krekorian held a webinar in October on Mental Health Resources During COVID-19. The webinar, which addressed the mental health challenges people are now experiencing, featured a panel of the Center’s staff – Katie Phillips, Director of Homeless, Re-entry and Substance Use Services; Reggie Gallardo, Director of Administrative Services; and, Christina Giles, Program Manager, CalWORKs.**

**Staff offered their expertise and perspective on a variety of issues that have emerged: the anxieties caused by restricted movement, the sadness caused by limited access to friends and family, the fear engendered by the virus itself, and the general unease about how long this will last. They offered solutions and suggestions for coping with these challenges including steps people can take on their own as well as seeking professional guidance and help.**



**Mental Health First Aid (MHFA)**

**Charlie Rubin, Director of Volunteers, and Reggie Gallardo, Director of Administrative Services, joined a panel discussion with the California Council of Community Behavioral Health Agencies in a October 2020 summit on Mental Health First Aid. Both Charlie and Reggie are certified MHFA Trainers and shared information about our Center’s efforts to train those in our community.**

**In 2019, the Center received a grant through Dignity Health to train additional staff and provide trainings throughout the community. We’re pleased to announce that Dignity has provided the Center with a second year grant to continue offering MHFA training.**

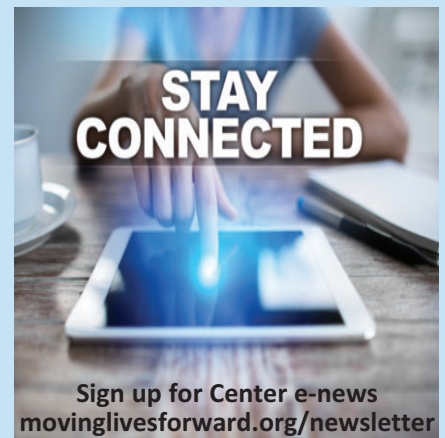
**For information or to sign up for this free training, please email [mhfa@sfvcmhc.org](mailto:mhfa@sfvcmhc.org).**

**Retirements**

2020 saw the retirement of two long-term staff. We thank them for their many years of service to the Center and wish them a wonderful next chapter in their lives.

**Maryam Hodgkinson**, Data Entry Operator, 19 years

**Angel Sosa**, Senior Custodian, 41 years



**Letting our staff shine ... The Center celebrated anniversaries, promotions and retirements in 2020. We would like to acknowledge our incredible staff for their years of service, outstanding work and commitment to the mission of the Center.**

### **Promotions:**

**Assistant Director:**

*Erin Jackman, Adult & Homeless FSP*

**Quality Assurance Manager:**

*Roman Shain*

**Program Manager:**

*Anat Solouki, DHS*

*Juan Carlos Quinteros, Children's RRR*

**Program Coordinator:**

*Farrah Hussain, Adult FSP*

*Jackelline Saini, Homeless FSP*

**Mental Health Clinician I, Lead:**

*Sheila Alfaro Santiago, NVYFC*

**Mental Health Clinician I:**

*Brian Aspell, Children's RRR*

*Serani Baghdasarian, Older Adult FSP*

*Jeannette Buenrostro, CVYFC MST STOP*

*Deseary Burciaga, NVYFC Outpatient*

*Kimberlie Carrington, MacDonald Carey*

*Katelyn Fike, Older Adult FSP*

*Vanessa Giron, Children's RRR*

*Lesley Gomez Andrade, East Valley YFC*

*Melissa Serrano, TAY Outpatient*

*Celida Vasquez, Calworks DMH*

**Mental Health Counselor I:**

*Brenda Vargas, Homeless FSP*

**Mental Health Counselor II:**

*Nicole Guese, Homebound OA RRR*

*Maria Sibrian Serrano, Cornerstone*

**Mental Health Clinician II Team Lead:**

*Maribel Gonzalez, Homebound OA RRR*

*Emily Miles, Diversion 50*

*Grace Pendleton, ACCESS Center*

*Jung-Hsien Pi, Cornerstone*

*Jessica Reyes, Central Valley YFC*

*Denise Torres, East Valley YFC*

*Tricia Villagran, Intensive FCCS*

**Mental Health Clinician II:**

*Siomara Calixtro, Youth Contact*

*Jonathan Dang, Diversion 50*

*Felicita Penas, Central Valley YFC*

*Miriam Ruiz Lopez, Central Valley YFC*

**Additional Positions:**

*Berenice Huaracha, Staff Assistant I,*

*MacDonald Carey*

*Jessie Medrano, Screening Specialist,*

*Cornerstone*

*Kevin Morgan, Mental Health Worker*

*II, Access Center*

### **Anniversaries:**

**30 Years:**

Rosalyn Young, Program Coordinator, Therapeutic Behavioral Services

**20 Years:**

Christina Giles, Program Manager, CalWORKS

Alan Goco, Office Manager, Wraparound

Leticia Gonzalez, Director of Information Systems

Jemal Ross, Therapeutic Behavioral Aide

Liz Salapong, Director of Human Resources

Joe Visokey, Information Technology Manager

Suzanne York, Staff Assistant, Hamlin RRR

**15 Years:**

Michael Enriquez, Program Manager, Central Valley Youth and Family Center

Marie Jackson, Staff Asst. I, Cornerstone

Howard Mathis, Mental Health Clinician I, Macdonald Carey

Jose Meza, Mental Health Counselor II, TAY CAPPS

Adriana Mendez, Administration/Safety Coordinator

Claudia Ochoa, Mental Health Clinician I, Central Valley Youth and Family Center

Erica Sanchez, Mental Health Counselor II, North Valley Youth and Family Center

Lester Scott, Staff Asst. I, Hamlin RRR

Berta Soto, Staff Asst. I, Central Valley Youth and Family Center

Joseph Szabo, Program Coordinator, Turning Point

Frank Vargas, Computer Specialist

Nicholas Vetter, Mental Health Clinician II, CalWORKS

Michelle Wells, Director, Child, Adolescent and TAY Services

Ronald Wilson, Mental Health Counselor II, Adult FSP

**10 Years:**

Teresa Aguilar-Lopez, HR Generalist

Joanna Barrientos, Mental Health Counselor II, Intensive FCCS

Manar Dahabreh, Program Manager, Victory Wellness Center

Mary Maldonado, Purchasing Clerk

Ronald Quarterman, Mental Health Counselor II, Turning Point

Denise Richman, Mental Health Clinician II, North Valley Youth and Family Center

Hilda Rossell, HR Assistant

**5 Years:**

Felicia Auerbach, Program Manager, AB109

Mercedes Cortez, Quality Assurance Specialist, MIS

Richard Fleming, Peer Advocate, Client Run Center

Mike Guerra, Mental Health Counselor II, Project 50 Diversion

Jessica Hazas, Health Navigator, Client Run Center

David Helleskov, Receptionist, Victory Wellness Center

Juan Mendoza, Lead Mental Health Clinician II - Central Valley Youth and Family Center

Francisca Mercado-Tovar, Office Manager, Victory Wellness Center

Raquel Phao, Mental Health Counselor II, Family Preservation

Benny Rubio, Certified Chemical Dependency Specialist, AB109

Kelsey Sillerud, Mental Health Clinician II, North Valley Youth and Family Center

Denise Torres, Lead Mental Health Clinician II, East Valley Youth and Family Center

Patricia Torres, Program Manager, Homebound Older Adult FCCS PEI

Danielle Ward, Mental Health Counselor II, Cornerstone

Kevin White, Peer Advocate, Client Run Center

Tim Ryder, President/CEO

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Marsha Hunt  
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LA City Councilmember Paul Krekorian  
Supervisor Sheila Kuehl  
Congressman Brad Sherman  
State Senator Henry Stern

**PROGRAMS**

ACCESS CENTER/HOUSING NAVIGATION  
ACES TRAUMA INFORMED NETWORK OF CARE  
ADULT FULL SERVICE PARTNERSHIP  
ASSISTED OUTPATIENT TREATMENT PROGRAM  
B.J. NIDORF JUVENILE HALL  
CALWORKS CES FOR FAMILIES  
CALWORKS DOMESTIC VIOLENCE  
CALWORKS MENTAL HEALTH SERVICES  
CAPPS  
CARING FOR KIDS (CHAT AND BULLYING &  
SCHOOL VIOLENCE ADVOCACY)  
CENS  
CENTER FOR FAMILY LIVING OUTPATIENT & MHSA OUTPATIENT  
CHILDREN'S IFCCS  
CHILDREN'S MHSA OUTPATIENT  
CHILDREN'S FULL SERVICE PARTNERSHIP  
CLIENT RUN CENTER  
CORNERSTONE MHSA OUTPATIENT  
DHS INTERIM HOUSING  
DIVERSION 50  
EARLY INTERVENTION & DIVERSION PROGRAM (EIDP)  
FAMILY PRESERVATION  
HAMLIN MHSA OUTPATIENT  
HOMEBOUND OLDER ADULT MHSA OUTPATIENT  
HOMELESS FSP  
INTENSIVE CASE MANAGEMENT SERVICES  
JUVENILE PROBATION CAMPS  
MACDONALD CAREY EAST VALLEY OUTPATIENT & MHSA OUTPATIENT  
MILESTONES (AB109)  
MULTI-DISCIPLINARY ASSESSMENT TEAM  
MULTI-SYSTEMIC THERAPY PROGRAM  
OLDER ADULT FSP & HOUSING FSP  
PIER  
PITCHESS/START (IN CUSTODY TREATMENT PROGRAM)  
SEIPS  
STEPPING STONES DMC  
THERAPEUTIC BEHAVIORAL SERVICES  
TRANSITION AGE YOUTH FSP  
TRANSITION AGE YOUTH OUTPATIENT  
TRANSITION AGE YOUTH MHSA OUTPATIENT  
TURNING POINT (WRAPAROUND)  
VALLEY EMPLOYMENT SERVICES  
VICTORY WELLNESS CENTER  
YOUTH AND FAMILY CENTERS - CENTRAL,  
EAST & FAMILY LINKS/NORTH VALLEY  
YOUTH CONTACT SCHOOL BASED SERVICES MHSA OUTPATIENT

Marci Kass, Editor and Layout Design

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San Fernando Valley  
Community Mental Health Center, Inc.  
16360 Roscoe Blvd., 2nd Floor  
Van Nuys, CA 91406  
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**TIME DATED MATERIAL**

*A Look Back on 2020 Continued from Page 3*

Plans were also developed for a slow and safe re-integration to the workplace, which includes piloting some sites.

As a community behavioral health center, it is our belief that we should be addressing any and all issues that our community faces. As a result, a number of committees were established within the Center to address inequities and ensure that our Center becomes a model for the community.

The Diversity, Equity, & Inclusion (DEI) Committee added another layer to the already formed Cultural Competency (Humility) Committee. We know the pandemic disproportionately impacted communities of color and those in poverty, so plans were developed to address these disparities. The committee was charged with developing goals and actionable steps to identify and address any biases in the Center; becoming better advocates for clients and families (particularly those who have experienced the traumas of racism in their lives); increasing diversity and inclusion in management and our Board of Directors; and, becoming stronger community advocates for racial and social equity.

Client and family needs were also identified as they relate to job loss, increased poverty, food insecurity and social isolation. Trainings for all staff on Racism, Structural Racism, and Intergenerational Racism have become part of ongoing staff training.

We conducted multiple all-staff trainings on trauma-informed care and developed a committee to address those ongoing needs. Staff wellness, issues of secondary and vicarious trauma, compassion fatigue and burnout were emphasized.

All told, 2020 was a busy year for the Center, but there's no doubt this pandemic has made us better equipped to address the community's needs going forward.