

TRUST CLINIC

“Zero Tolerance of Homelessness”

A Collaboration of Alameda County Health Care for the Homeless Program—Public Health Department, Behavioral Healthcare Services, Social Service Agency, and Community Partners

CLINIC UPDATE

STAFF: This quarter, we welcome Case Managers Nebiyat Hagos (pictured, right) and Yonas Gebremichael, both of whom join us from Health Care for the Homeless/ Homeless Families Program.

INTERIM SERVICES: Since August, 2012, our behavioral health care team has seen 103 clients. Of this number, 36 clients have won their SSI cases. Although we have exited 47 people from behavioral health assessment and treatment, the case management team continues to support over 75 clients.



STAFF DEVELOPMENT



STAFF TRAINING: At the TRUST Clinic, we believe in guiding and encouraging staff to acquire new knowledge, increase skills, and develop their abilities on a continuing basis. This coordinated effort strengthens the

capacity and effectiveness of the clinic by keeping staff abreast of new theories, methods, and practices. Examples of trainings that we have participated in include: Motivational Interviewing; Managing Ambulatory Health Care I; Finding and Engaging the Extended Family; Integrated Care for Depression, Anxiety, and PTSD; Supervisor Development Program; Project Management; Benefits Advocacy Basics; and Seeking Safety.

SPEAKER SERIES: In addition to encouraging staff to participate in trainings, TRUST has developed a Speaker Series that brings in experts in their fields to train, exchange ideas and build awareness of current and key issues that impact TRUST Clinic's clients, staff, and partners. In the first session, Ed Barnes of East Bay Community Law Center and

Lisa Lunsford of Homeless Action Center facilitated a session on Benefits Advocacy Basics (for more, see page 2, “Trainings—Tools to Help Clients”). Michael Boroff, TRUST Clinic Psychologist (pictured, left) conducted the second session, “How to Design and Present Cases.” Possible upcoming colloquia and trainings could include:

1. Cognitive Behavioral Therapy
2. Credit Repair
3. Critical Time Intervention
4. Crisis Intervention Training
5. Everyone Home Continuum of Care Process
6. Harm Reduction
7. Housing First
8. Medical Model of Treatment (for substance use/addiction)
9. Motivational Interviewing
10. Principles of Psychopharmacology
11. Stages of Change
12. Victims of Crime
13. Vocational Rehabilitation

The Speaker Series has proved to be popular both with our staff and community partners and as we move forward, we will send out invitations via email . If you are interested in attending, please contact: laurence.padua@acgov.org.

INTERIM SERVICES:

1000 Broadway
Suite 102
Oakland, CA 94607
510-268-2294

INTERIM SERVICE

HOURS:

Monday-Thursday
9:00 AM—2:00 PM

REFERRALS:

Until the full-scale clinic opens, referrals to TRUST Clinic's interim services can only come from our medical-legal partners or the SSI division of SSA

In This Issue

- Clinic Update
- Staff Development
- Staff Feature
- Client Feature
- Photo Corner
- Clinic Staff Corner
- “In the Spirit of Convergence”
- Community Resource

STAFF FEATURE

Dawn R. Parrott, ASW

My name is Dawn Rachelle Parrott and I am a case manager at the TRUST Clinic. I have a Master's Degree in Social Work and

I have been working with Homeless Adults with co-occurring disorders going on five years now. My previous place of em-

ployment was at the Bonita House Homeless Outreach and Stabilization Team (HOST). I consider myself to be a strong advocate for the clients that I serve and have been drawn to this work out of compassion that I feel towards others, as well as my own personal experiences. It is truly a blessing when your work is enjoyable and fulfilling. I am a wife and mother and enjoy family. My hobbies are writing, reading instructional books and purchasing antiques and collectible items. I am currently looking into purchasing a 1965 Ford Galaxy. My last purchase was a first edition book by Martin Luther King Jr. "Where Do We Go from Here: Chaos or Community?" I also enjoy all types of music! Something that you may be surprised to know about me is that I am a Massage Therapist and when I practiced full time I specialized in pre-natal and deep tissue massage. My long term goal is to become a Licensed Clinical Social Worker and continue to work in the community by helping others overcome their traumatic experiences and help them to develop coping skills that will help them to have an improved quality of life.



CLIENT FEATURE

Robert Luisotti

I think it is wonderful to come to the TRUST Clinic. They help me in many different ways. I feel very comfortable with the staff. They are professional, courteous, and caring. They are also compassionate. I feel very welcome and people at the clinic make sure that I feel welcome. In the beginning, I thought this clinic would be like all the other government places; that they are not friendly and do not seem to care to serve the people. But this clinic is different. I was made to feel comfortable. I have a great experience with the people.



You guys do awesome work! I would refer anyone here. You have the right thing. You provide support. You have dedicated staff. You help people with housing. You know how to address our needs. Michael lifted my spirit. He shows he cares. I was ready to give up on this whole thing. Someone without medical insurance like me...I always feel like I am being mistreated. But here (at the TRUST Clinic) I feel like a king. I feel like a human being. You treat people right.

PHOTO CORNER



Damon Francis, TRUST Clinic's Medical Director & Yonas Gebremichael, TRUST Clinic Case Manager. Two happy dads who both welcomed new babies!



Rosalinda Alvarez of the SSI Advocacy Unit of Social Services Agency; Addie Brown and Monique Houston from Health Care for the Homeless Program; Shivani Patel and Corina Vitale from Alcohol and Other Drugs Youth Programs all enjoy Michael Boroff's training "How to Design and Present Cases"



CLINIC STAFF CORNER

TRAININGS—TOOLS TO HELP CLIENTS

By: Dawn Parrott, TRUST Clinic Case Manager



Ed Barnes regales training participants

The TRUST Clinic has made staff training a priority, and as a case manager and advocate, I appreciate the opportunity to continue learning. Here, I will focus on three recent topics: **Critical Time Intervention (CTI), Seeking Safety; and Benefits Advocacy Basics.**

The **CTI training** was a five week webinar. Empirically supported, CTI case management is used to prevent homelessness of persons with mental illness after discharge from institutions to community settings. CTI is team-based, and limited to 9 months. It starts with intensive case management, which decreases over time. The goal is to link clients to a broad variety of support in the community. During the training, TRUST Clinic case managers engaged in rich discussions on how to incorporate CTI into our program. We identified “pros and cons” of using it effectively. We also recognized that we were already implementing some CTI components which have produced quality outcomes for our clients.

Seeking Safety is an evidence based treatment used to help clients suffering from Post Traumatic Stress Disorder (PTSD) and substance use. This one-day training focused on ways to conduct a Seeking Safety Session in a group setting. We were reminded that the people we serve who suffer from PTSD and substance use may have difficulty asking for help or feeling safe due to a variety of challenges such as the inability to trust, a need to maintain a “strong” image for self-protection and past, negative experiences of being punished for seeking help (Najavits, 2002). At TRUST Clinic, we want to ensure that clients feel safe with us, with other people and environments. We also want them to acquire the skills to manage their symptoms and control their substance use. TRUST Clinic plans to implement a Seeking Safety group co-facilitated by our Clinical Psychologist and a case manager.

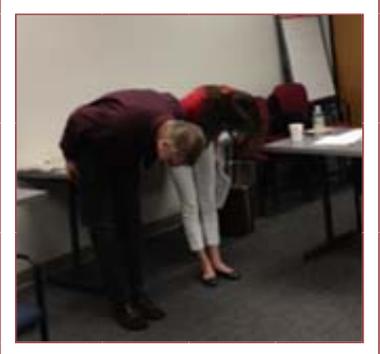
Kicking off TRUST’s Speaker Series, Ed Barnes, Supervising Attorney, Stacy Kinzer, Intern, at East Bay Community Law Center, and Lisa Lunsford, Managing Attorney at Homeless Action Center (HAC), presented on **Benefits Advocacy Basics.**

Not only was the **General Assistance (GA) and Food Stamp (FS)** training facilitated by Mr. Barnes and Ms. Kinzer informative, it was also entertaining. An engaging and animated speaker, Barnes focused on ways to support clients who encounter difficulties with public benefits systems. He explained how Social Services Agency (SSA) is structured, emphasized the importance of advocacy and provided us with tips on how to trouble shoot difficult problems. The case managers in attendance were struck with how important it is to know how to navigate this system.

Lisa Lunsford led the session on **Social Security Disability Benefits**, providing a history of Social Security Disability Insurance

(SSDI), Supplemental Security Income (SSI) and covering the basics of eligibility. Lisa explained the application and appeals processes and how both clinicians and case managers play key roles. She highlighted the outcomes: stability of income, health insurance, better quality housing and access to a broader range of services.

The clients we serve at TRUST clinic have limited or no incomes, are homeless or at risk of homelessness and have a variety of psychosocial problems. We seek as many effective tools as we can find to help them improve the quality of their health, their lives and their happiness and well-being.



Ed & Stacy take a bow

In the Spirit of Convergence

On May 30, 2013, staff from two Alameda County Agencies (3 departments) led a Bright Spot session at *Health 3.0: Transforming Community Health and Care Delivery, Upstream Innovations in an Era of Health Care Reform* Conference at University of California, Berkeley.

John Engstrom, Behavioral Health Care Services; Janet Biblin, Behavioral Health Care Services; Tammy Rice, SSI Advocacy Unit of Social Services Agency; and Theresa Traynor, Public Health Department, TRUST Clinic presented, “Alameda County SSI Advocacy Trust: Improving Health, Income and Housing Outcomes, While Saving Counties Money.”

A “bright spot” is an example of a program or process that is working, which can inspire others to do something similar.



From Left: Janet Biblin, John Engstrom, Tammy Rice, Theresa Traynor

COMMUNITY RESOURCES

TRUST Clinic and Bay Area Community Services working together



Bay Area Community Services

Bay Area Community Services (BACS) Homeless Outreach programs, North County Senior Homeless Program and Oakland Project Connect provide mental health and housing support services to homeless adults with mental health problems in Northern Alameda County.

Providing a secure living space and supportive community for participants is the foundation of our work at BACS. Our chief goal is to remove barriers that prevent participants from securing and maintaining housing.

Our efforts consist of supporting clients who are applying for disability benefits or seeking employment. We also address lack of access to health care, drug and alcohol use, and barriers to housing such as multiple evictions that pose what often seem to be insurmountable barriers to stability.

In addition, developing collaborative partnerships with the TRUST Clinic, Abode Wellness Connect, Social Services Agency (SSA), as well as landlords, medical providers and others, has contributed significantly to the success of our programs. Such linkages have allowed us to work as a community of providers to develop innovative programs that truly meet the needs of our community.

For more information or to make a referral contact Lucy Kasdin lkasdin@bayareacs.org (510) 435-4534.



ABOVE: BACS staff pose with a recent program graduate who is now connected to community physical and mental health services, is living in permanent low income housing, and is employed full time.

From left to right, Lucy Kasdin Program Manager, Jacee Santos Housing Specialist, OPC Graduate, Tiffany Smith Personal Services Coordinator, Jamie Almanza BACS Executive Director, Rueben Deloatch Peer Counselor.

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