El Hogar Community Services, Inc.

Your Journey Our Mission

Annual Report

2017-2018

Guest House Homeless Clinic—Regional Support Team
Personal Growth Associates—SeniorLink—Sierra Elder Wellness Program
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>El Hogar Mission, Vision, and History</td>
<td>3</td>
</tr>
<tr>
<td>Message from the President of the Board of Directors</td>
<td>4</td>
</tr>
<tr>
<td>Recovery At El Hogar</td>
<td>5</td>
</tr>
<tr>
<td>El Hogar’s Student Internship Program</td>
<td>6</td>
</tr>
<tr>
<td>Quality Assurance Program</td>
<td>7</td>
</tr>
<tr>
<td>Guest House Homeless Clinic</td>
<td>8</td>
</tr>
<tr>
<td>Regional Support Team</td>
<td>10</td>
</tr>
<tr>
<td>Sierra Elder Wellness Program</td>
<td>12</td>
</tr>
<tr>
<td>SeniorLink</td>
<td>14</td>
</tr>
<tr>
<td>Personal Growth Associates</td>
<td>16</td>
</tr>
<tr>
<td>Agency Demographics</td>
<td>18</td>
</tr>
<tr>
<td>How You Can Help</td>
<td>19</td>
</tr>
</tbody>
</table>
Mission Statement: To provide services that contribute to the mental health and emotional well-being of individuals and families in the community.

Vision Statement: We envision a Community in which behavioral health challenges are recognized as public health issues that are both

HISTORY

El Hogar Community Services, Inc has been in existence since 1977, originally created under the auspices of the Sacramento El Concilio to provide mental health services to the Latino community. It is from these beginnings the agency took its name, which translates to “The Home” in English. Over the years, El Hogar expanded its services beyond its original client base and has evolved to address the needs of our diverse cultural and ethnic community. In 2014, El Hogar became accredited by Commission on Accreditation of Rehabilitation Facilities (CARF) and has maintained the accreditation.

We achieve this mission through the provision of the following programs:

- Guest House Homeless Clinic -Connection Lounge
- Regional Support Team -Community Care Team
- Personal Growth Associates -ReferNet
- SeniorLink
- Sierra Elder Wellness Program
MESSAGE FROM THE PRESIDENT

In Fiscal Year 2017/2018, El Hogar Community Services, Inc. programs have once again been enhanced with additional services. This was the first full year since the opening of Connections Lounge in our Guest House Homeless Clinic. The mission of the Connections Lounge is to connect individuals to needed mental health and supportive resources by acting as a drop-in center for those experiencing homelessness. The Connections Lounge is a welcoming environment with the goals to engage, build rapport and develop an individual’s confidence to linking with other services.

We are excited to announce that El Hogar has been awarded another 3-year accreditation through Commission Accreditation of Rehabilitation Facilities (CARF). This award allows us to show to stakeholders and consumers that we are fully committed to providing the highest quality and standards in every aspect of our agency.

Additional changes in the agency, Ken Eskow, Ph.D. has retired from holding the position of Chief Executive Officer (CEO). Dr Eskow has been serving El Hogar for 10 years and has brought positive growth and changes to our agency. As we said goodbye to him, we have welcomed Genelle Eskow, LCSW as our new CEO. Ms. Eskow has a rich background working in the Mental Health and hospital settings. She has brought her experience and leadership to El Hogar and already supported additional growth in the agency.

We also want to thank Sacramento County, Dignity Health Hospitals, Molina, Anthem, PeachTree, Aetna, Sutter Health SeniorCare PACE, Sacramento Community Clinics, Capital Health Network, California Association of Social Rehabilitation Agency’s, Health Education Council, Representative Doris Mutsui and HealthNet for partnering with us to continue to achieve our mission of providing services that contribute to the mental health and emotional wellbeing of individuals and families in the Sacramento Region.

Best regards,

Frank Nava
As an agency, we are guided by a Recovery Orientation, a strong, honest commitment to the belief that each person with mental illness and/or addiction can grow, change, and have a life that is rich and fulfilling, with or without the presence of symptoms. Fundamental components of Recovery include the following values: self-direction, empowerment, holistic, person-centered, non-linear, hope, responsibility, respect, peer support and strengths-based. El Hogar practitioners, managers, administrators, and support staff provide recovery support as defined by the consumer. We provide recovery-oriented care in support of consumers’ own recovery efforts. Evidence of Recovery can be found at all El Hogar programs on any given day, and includes but is not limited to consumers reengaging with family members, acquiring independent housing, going back to school, landing a job, participating in a Readiness to Rent Group, attending a Consumer Advisory Committee Meeting and taking music lessons.

Fundamental Components of Recovery

- Self-Direction
- Holistic
- Respect
- Empowerment
- Person-Centered
- Non-Linear
- Hope
- Strengths-Based
- Responsibility
- Peer Support
El Hogar’s Student Internship Program

El Hogar is proud of our ability to offer a high quality learning opportunity to master’s level social work and counseling students. Our strong relationship with California State University Sacramento’s Social Work Department has continued to yield strong student interns. Additionally, El Hogar has hosted students from:

- University of Southern California
- Walden University
- California State University Stanislaus
- Edinboro University
- Grand Canyon University

Through our student internship program, El Hogar is able to offer our consumers additional one-on-one therapy, recreation/leisure groups and other services.
El Hogar’s Quality Assurance (QAC) Program consists of six active subcommittees that maintain the agency’s high standards through process analysis and outcome measures. The QAC offers innovative solutions to address critical issues across all programs. This past year has been filled with progress and accomplishments on behalf of the consumers we serve.

Among the many subcommittee achievements are the following highlights:

- **Client Rights and Cultural Sensitivity**—Completed the biennial Accessibility Survey.
- **Compliance**—Developed a system to monitor credentialing and licensure of all El Hogar staff.
- **Peer Review**—Collaborated with Utilization Review Analyst to conduct routine chart audits and identified needs for further documentation training.
- **Risk Management**—Researched, created and implemented an Active Shooter Training Program that was delivered to all El Hogar staff.
- **Staff Development**—Created a Professional Growth Survey via SurveyMonkey and a Post New Hire Orientation evaluation to further enhance the trainings provided to staff members.
- **Utilization Management**—Enhanced the tracking and measurability of services rendered.
El Hogar’s partnership with the Mexican Consulate and the Health Education Council is continuing to expand its reach and services to Latinx population. This year we have implemented weekly appointment availability for Consulate clients who feel that they would benefit from a mental health provider. El Hogar is able to provide bi-lingual and bi-cultural services to vulnerable clients who are often times unable to receive services anywhere else. Currently, a second year Master’s level Social Work student with ongoing oversight of one of El Hogar’s License Clinical Social Worker is providing short term face-to-face Solution Focused Therapy, psychoeducation, and linkage to other community resources. Since starting the program in August 8 clients have received individual counseling with El Hogar, many more have been linked with county mental health programs and other important community resources. Additionally, El Hogar continues to participate in the monthly health fairs, helping to combat stigma and provide education on mental health.

Mather Program Orientation- 9 individuals, 6 consumers and 3 guests. This group was offered by Mather Community programs when they have openings for individuals that are interested in living at and participating in a work program.

Restorative Yoga – 30 individuals, 20 consumers and 10 guests arrive weekly to meet with a yoga instructor who volunteers her time to assist interested consumers in aligning body/spirit/soul during the one-hour workout
In 1991, the Guest House Homeless Clinic (Guest House) began helping adults experiencing homelessness and who are struggling with psychiatric challenges. Guest House serves as a point of entry into the Sacramento County Mental Health system of care and offers outpatient mental health support services, Sacramento County AOD evaluations, dual-diagnosis services, group support, medication, and street outreach. We aspire to empower our consumers on their journey to recovery by fostering wellness, optimism and self-reliance.

Operating within the Guest House Homeless Clinic since 2010 is the Specialized Multiple Advocate Resource Team program (S.M.A.R.T.). S.M.A.R.T. provides community benefits project that enrolls homeless individuals in federal and state benefits programs.

Guest House was given enhancement funds by Sacramento County in 2016 to create a drop-in center for adults experiencing homelessness called the Connections Lounge. The Connections Lounge provides basic needs for individuals as a way to build rapport and connect individuals with outpatient services, if appropriate. Services offered include; light refreshments, cell phone charging station, laundry, computer lab and more.

**DEMOGRAPHICS**

Guest House provides services to individuals from varying backgrounds. In fiscal year 2017-2018, Guest House staff provided supportive services to nine hundred and eighty-eight (988) unduplicated individuals.

**UNITS OF SERVICE**

Guest House Homeless Clinic staff provided a total 672,779 units (11,212.98 hours) of service in the 2017-2018 fiscal year (one unit of service equals to one direct service minute).
Guest House had over 14,500 visits in the Connections Lounge in fiscal year 2017-2018. The Connections Lounge continues to surpass all expected targets and has proven to be an amazing space to build rapport with individuals experiencing homelessness.

Consumer Advisory Committee (CAC): Current consumers, or Guests of Guest House Homeless Clinic Services, those who have transferred services, and/or individuals who have had a step down in services (receiving services through their Primary Care Provider) meet with the facilitator to offer feedback and advice on clinic functioning. 8 meetings were held during the fiscal year 2017-2018.

Acute inpatient/law enforcement referrals: Guest House Homeless Clinic continues to respond quickly and effectively to crisis as well as discharges from acute inpatient settings, referrals from the Probation Departments, Primary Care Providers, and Jail Psychiatric Services. Guest House received 377 referral from an acute inpatient setting and 91 individuals received an assessment at Guest House.
In 1993, El Hogar’s Regional Support Team (RST) began promoting mental health recovery and assisting consumers on their path toward wellness, hope, and self-reliance. Our primary goal is to assist our consumers with their mental health concerns, enabling them to enhance their quality of life and increase their independence.

The RST approaches treatment with a dedication to the Recovery Philosophy and the Psycho-Social Rehabilitation Model. Utilizing these, our staff provide medication management, psycho-social rehabilitation, short term therapy, substance dependence counseling, skill building groups and crisis/case management services. The RST also offers both individual and group counseling to help consumers achieve their goals.

**DEMOGRAPHICS**

The RST serves adults from diverse cultural, ethnic, and linguistic backgrounds. The RST provided services to 1,870 unduplicated individuals during the fiscal year, 2017 - 2018.

**UNITS OF SERVICE**

The RST provided a total of 1,017,030 units of service in the 2017 - 2018 fiscal year (one unit of service equals one service minute).
· El Hogar’s investment in employee development apparent in the promotion of five staff, greatly increasing RSTs employment retention.

· Increased cultural responsiveness with employees bilingual in Spanish, Russian, Tagalog, Cantonese, and Japanese.

· The RST diversified group offerings to include Orientation Group, Seeking Safety, Budgeting, and Grief and Loss.

· Created more individual meeting spaces for practitioners to provide individual services to consumers.

· Increased the number of services provided in the field, rather than requiring consumers to come to the clinic.

Consumer Success Story:

A young woman, 25 years old, was referred to El Hogar’s RST in late 2017. When referred, consumer was unable to identify a support system and had no permanent residence. She cried a lot, had difficulty sleeping, struggled with anger outbursts, tended to isolate and suffered from hallucinations. This consumer had numerous hospitalizations and had been involved in outpatient mental health services since the age of six (6). With the assistance of her treatment team, including her Personal Service Coordinator (PSC), this consumer repaired the relationship, and reconnected, with her sister, with whom she now rents an apartment. One of her goals is to obtain competitive employment so she doesn’t have to rely on the recently obtained S.S.I. benefits to pay for living expenses. Throughout her journey with El Hogar she has participated in individual services, as well as, Women’s Group and Nutrition Group. She now reports “I can actually say I’m happy.” The treatment team will continue to support and assist her and, when ready, celebrate graduation from the RST with her!
Sierra Elder Wellness Program

The Sierra Elder Wellness Program (SEWP) was created in 2007 to provide specialized outpatient mental health services for older adults (age 55+). SEWP serves seniors with mental health challenges by providing intensive services and advocacy. SEWP services include mental health rehabilitation and therapy, psychiatric medication, and follow up services, laboratory services, housing support, transportation, groups, social outings, and case management.

SEWP utilizes the Recovery philosophy to link consumers to resources in order to foster independence and allow consumers to remain in their communities. The program provides support for consumers that goes beyond traditional mental health treatment and includes specialized medical services, support with socialization, and helping consumers maintain their independence through supporting ADL and other functioning. SEWP works in collaboration with the consumer to reach consumer driven goals.

DEMOGRAPHICS
SEWP served 140 consumers in fiscal year 2017-2018.

UNITS OF SERVICE
SEWP staff provided a total of 1,037,884 units of service this fiscal year (one unit of service equals to one direct service minute).
• SEWP has helped four consumers successfully transition to a lower level of service.

• SEWP maintains a records system that has minimal error in medical billing.

• SEWP was able to retain a contract psychiatrist with expertise in older adults with severe mental health issues. The psychiatrist excels at community treatment, exemplifying the multi-disciplinary treatment team approach thorough collaboration with caregivers, primary care physicians, and the rest of the SEWP treatment team.

• We currently have bilingual and bicultural employees offering services in Spanish, Russian and Hmong.

**Consumer Success:**

SEWP has worked successfully with my high needs consumers. However, there is one consumer that stands out. Consumer is Care + and has been with SEWP approximately 1 year, she has actively denied mental health symptoms and has refused all services with ANY SEWP staff. With increased support from her Service Coordinator and medication support staff she has maintained community placement and is open to receiving medications without needing hospitalizations. Additionally, she has built a strong relationship with her SC and is willing to work with him knowing that he is a mental health service provider.
SeniorLink is a prevention and early intervention program designed in 2010 to provide support services to older adults (age 55+) demonstrating early signs of isolation and/or depression. In 2014, services were expanded to include individuals demonstrating early signs of anxiety. The culturally diverse staff reach out to program participants in their home or community settings and assist with improving their health and wellness, collaborate with health care providers and increase opportunities for socialization.

**DEMOGRAPHICS**
SeniorLink provides services to individuals from diverse backgrounds. In fiscal year 2017-2018, SeniorLink provided services to 224 unduplicated individuals.

**SERVICES**
Services provided by SeniorLink focus on the individual’s needs, strengths, and choices. During fiscal year 2017-2018 SeniorLink provided the following services: Intake, including creation of Service Plan; Transportation; Advocacy; Group facilitation; Collaboration with medical providers and transporting participants to appointments.

**GROUPS**
SeniorLink offers a variety of groups in the community open to both participants and community members. Below is a list of the groups offered:

- Arts & Crafts
- Bunco & Bingo
- Computer Basics
- Making Memories/Scrapbooking
- Board Games
- Movie Group
- Healthy Eating Made Simple
- Spanish Speaking Support/Resource Group
- Peer-to-Peer Support Group
ACTIVITIES
The goal of SeniorLink is to assist older adults in socializing with the ultimate goal of reducing isolation and symptoms of depression or anxiety. SeniorLink offered the following activities:

- Folsom Sanctuary Zoo
- Ice Cream Social
- Sacramento Valley Medical Museum
- Planetarium
- Sacramento Zoo
- Sutter’s Fort
- Folsom Nimbus Hatchery
- Crocker Art Museum
- California Museum
- Auto Museum
- Aerospace Museum
- Railroad Museum

SeniorLink Successes

- Attendance at group classes increased significantly from last fiscal year – for some classes the number of attendees tripled.
- Upon graduation participants report lessened symptoms of depression and feeling more connected to their community.
- Advocates assisted several participants in obtaining stable housing and avoid homelessness.
- SeniorLink has increased the number of locations in which group classes are offered by partnering with community centers and older adult apartment complexes.
Personal Growth Associates (PGA) provides behavioral health counseling and psychiatric services to clients of age 7 and up. Individuals are referred for services through various sources: Sacramento Dignity Health Hospital Emergency Departments, Sutter SeniorCare PACE, local federally qualified health centers, or geographic managed Medi-Cal (Molina, Health Net, or Anthem Blue Cross, Optum, and Aetna). Personal Growth Associates is designed to serve community members struggling with mental health or substance abuse issues that do not meet criteria for programs funded through Sacramento County Department of Health and Human Services.

Personal Growth Associates and Dignity Health are continuing their successful partnership in the form of the ReferNet Program. ReferNet was designed to reduce the strain placed on Dignity Health Hospital Emergency Departments in the Sacramento region. Originally, ReferNet was grant funded, however, as a result of the demonstrated value and success of the program, last year ReferNet became one of the hospital’s core programs and for a second year was included in Dignity Health’s annual budget.
SERVICES

PGA provides individual, couple, and family therapy and psychiatric medication evaluation and management. In Sacramento, PGA (including ReferNet) provided therapeutic and psychiatric services to 661 individuals.

Personal Growth Associates Successes

PGA has had great success with its partnerships with both Dignity Health (ReferNet Program) and Sutter Senior Care (PACE Program). Through the ReferNet program, PGA sees approximately 50 - 60 referred clients each month. These clients are evaluated and more than half remain as PGA clients while the remaining are not only referred, but most are connected to a more appropriate service provider. All clients are given reminder calls for their intake and offered assistance in attending their intake through the use of “Heart of Gold” medical transports who call all referrals. The PACE program and PGA have enjoyed a great partnership where PGA provides the Psychiatric care for those PACE Program participants in need. A very strategic rapport between our medical providers and the PACE clinical and medical staff has been forged and results in the most excellent psychiatric care for these individuals.

CONSUMER SUCCESS STORY

55 y/o Ukrainian woman presented with depression, anxiety and insomnia at the beginning of treatment. With the help of medications and therapy, she has since learned to drive and recently got her driver’s license. She is also attending ESL classes and learning English. Although interpreter services are still used, she is now able to understand some basic phrases during the therapy sessions. In addition to her personal progress on her treatment goals including symptom management, she also reports that this motivated change in her entire family system as her husband is now more understanding of her challenges.
Consumer Demographics

**Ethnicity**
- White: 43%
- Black/African An: 2%
- Other Race: 2%
- Unreported: 11%
- American Indian: 16%
- Asian: 26%

**Gender**
- Male: 47%
- Female: 53%

**AGE**
- 18-24: 18%
- 24-34: 4%
- 35-44: 10%
- 44-54: 25%
- 55-64: 23%
- 65+: 20%
El Hogar Community Services, Inc. is working to promote services that contribute to the mental health and emotional well-being of individuals and families. In order to continue our mission, we need your support. By doing so, your contribution will be put right to work helping those dealing with a mental illness improve their daily life. Please join us in improving the lives of others with a tax-deductible donation of your choice listed below.

To make a contribution, please visit us online at

www.elhogarinc.org

Join the Mission

Cash

Your cash gift to El Hogar Community Services, Inc. will maximize your charitable deduction and immediately benefit our clients.

Monthly Giving

You determine the amount of your monthly donation. You decide if you would like us to charge your credit card each month, or send you a friendly reminder letting you know when your donation is due. Setting up monthly charges is simple and secure. Once we charge the monthly donation to your credit card, we will send you an acknowledgment letter confirming the charge was made.

We greatly appreciate your help and support!