



**TP TURNING POINT**  
OF CENTRAL CALIFORNIA, INC.

2020-2021

# ANNUAL REPORT



## OUR MISSION:

TO PROVIDE PUBLIC BENEFIT THROUGH HELPING PEOPLE DEVELOP SKILLS, MOTIVATION, AND RESOURCES TO BECOME PRODUCTIVE MEMBERS OF SOCIETY; HEALTHY IN BODY, MIND, & SPIRIT.



**“SERVING PEOPLE IN NEED”**

WWW.TPOCC.ORG

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# **TP TURNING POINT**

OF CENTRAL CALIFORNIA, INC.

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## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Ray Banks, M.P.A.

Greetings, and what a year it has been. The Turning Point organization has now provided over fifty-one years of services. We had planned to publicly celebrate our fiftieth anniversary in 2020, however we were not able to that year, or this year, because of complications of the pandemic, but our hope is to celebrate the milestone next year in 2022 (50++). Although we do not seek public recognition of our accomplishments as an organization, we are happy to be recognized and selected by state Assemblyman Devon Mathis as the Nonprofit of the Year for the community areas he represents and serves. Thank you Assemblyman Mathis. This last year has not only been one of the most challenging due to the impact of the pandemic, but also because of the tremendous growth we are experiencing and the developing of new agency leaders during this time.

As I hope you will see in this report, our program services have met many challenges posed by the Coronavirus and found ways to meet service objectives, and in many programs, to expand the number of clients served, and the types and methods of service delivery. In a year that we developed more growth than any other in the history of the agency, perhaps the most dramatic, rapid, and visible expansion was in the area of homeless shelter/transitional housing, as we added four more shelters in Fresno County and two in Tulare County, for a total of over 600 homeless beds. Also, the two largest programs developed are a comprehensive forensic diversion program for adults with mental disorders who face criminal charges that directly result from their mental illness, and a mental health clinic for significantly troubled children encountered through the welfare services of Fresno County. Other new programs include full service partnerships for seriously mentally ill adults in Fresno County, additional rural mental health clinics, a residential reentry center for offenders in the federal prison system, a residential reentry center for offenders in the state prison system, a case management program for Fresno County probationers, and an employment program for disadvantaged youth in Monterey County.

I want to express my sincere appreciation for, and pride in, the many people and organizations that contribute to the success of the agency. I thank the Board of Directors for their wise guidance, the staff leaders who lead effectively by their own example, the dedicated staff who diligently perform their work with care, our funding partners who support us with resources and cooperation to achieve mutual goals, and all of our community collaborative partners and suppliers who help meet our needs and allow us to focus on helping our clients to achieve their goals for positive change in their lives. And as we feel it is highly appropriate, we are thankful to our clients that trust us enough to help them develop the skills, motivation, and resources to become productive members of society, healthy in mind body and spirit. We look forward to our part in the future of all these relationships and the work that will be accomplished going forward.



# TP TURNING POINT

OF CENTRAL CALIFORNIA, INC.



## *Mission*

To Provide Public Benefit Through Helping People Develop Skills, Motivation, And Resources To Become Productive Members Of Society; Healthy In Body, Mind, & Spirit.

## *Our Vision*

We Are Dedicated To Benefitting The Communities We Serve, And To Reducing Social Problems Through Providing Each Program Participant The Opportunity To Establish A Healthy, And Productive Life.

*Skills + Motivation + Resources = Productive Life*

## *Values*

**INTEGRITY:** We seek to carry out the mission of the agency ethically, safely, and lawfully.

**HONESTY:** We seek to avoid any actions or statements that could discredit the agency, and to have the courage and honesty to accept responsibility for our actions and statements.

**SERVICE:** We seek to carry out the mission of the agency as the highest priority without neglecting our own needs, or the sustainability of the organization.

**EXCELLENCE:** We seek to provide excellent, high quality professional services, and to work collaboratively in fulfilling the mission of the agency.

**ADAPTABILITY & INNOVATION:** We seek to adapt to change, and be innovative in fulfilling the mission of the agency.

**CULTURAL SENSITIVITY:** We seek to be sensitive to the culture in which we work, and to be diligent in determining appropriate strategies and priorities with wisdom, compassion, & respect.





CHILDREN'S  
SERVICES



**WHO WE ARE**

Visalia Youth Services (VYS) celebrated its 33rd year in operation as one of the leading children's mental health providers in Tulare County serving Visalia, Goshen, Ivanhoe and surrounding community. Despite the pandemic, in Fiscal Year 2020-2021 VYS provided mental health services to 1,886 unique clients, primarily composed of approximately 71% Latino 22% Caucasian and African American (4%) families. Our services include individual, family and group therapy, rehabilitation, psychiatric and nursing services.

This fiscal year, we opened over nearly 1100 cases (1077), averaging 90 admissions a month! We also discharged 1105 cases (including transfers) with a Goals Met/Partial Goals Met rate of nearly 50%! During the Covid-19 pandemic, VYS made mental health awareness a priority using television and social media to increase public awareness of the program, Agency, suicide prevention, stigma reduction and adverse childhood experiences. VYS hosted two Virtual Open Houses during Mental Health Awareness month and program director appeared on various outlets including the Spanish television, You Tube videos including Coaches Café, an interview with Proteus, developed a self-care Video on behalf of the Community Care Coalition and was a Keynote Speaker for Parenting Network's Project Fatherhood Virtual Event

**THIS YEAR**

Additional highlights include being awarded two grants, a telehealth grant through the Sierra Health Foundation of nearly \$100,000 and another through the City of Visalia to support implementation of PC-CARE of \$6500. The VYS program also added a contract (\$50,000) with Visalia Unified School District to provide services to non-Medi Cal beneficiaries as a direct response to the increase need for mental health services due to the pandemic. VYS program also reached a milestone, exceeding over 1000 online referrals (<http://www.tpocc.org/vys>) and was the first program in Tulare County to implement Intensive Care Coordination (ICC) for non-foster youth as a pandemic related response. In June, VYS became the first agency to train Visalia Police Officers in the use of a suicide risk screening tool (C-SSRS) currently in use with the program.

**HOW WE ADAPTED**

VYS continues to be a leader in the use of evidence-based practices (EBP) for suicide risk screening (Columbia Suicide Severity Rating Scale), substance use screening (CRAFT/SBIRT) and other EBP's for mental health such as Coping and Support Training (CAST), Co-operative Parenting and Divorce, Trauma Focused Cognitive Behavior Therapy (TF-CBT), Parent-Child Interaction Therapy (PCIT), Parent-Child Care (PC-CARE), Eye Movement Desensitization and Reprocessing (EMDR) and most recently, training all staff in Parent Management Training (PMT) a model developed Yale Sterling Professor of Psychology and Child Psychiatry Alan Kazdin. We continue to emphasize training and development of our clinical practitioners to ensure they are equipped with the tools needed to better serve those in need.





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## WHO WE ARE

Sequoia Youth Services (SYS) is an outpatient children's mental health provider that is marking its 21 years of existence. SYS serves primarily small, rural communities in northeastern Tulare County. SYS provides specialty mental health service to Medi-cal eligible children, ages 0 to 18, including support to their family members. SYS success throughout the years is vastly due to our deeply rooted relationships formed with our small town community partners. Although the pandemic has had its toll on us, keeping a working relationship with our community partners has only solidified our presence and reliability to serving those in need, reinforcing Turning Point of Central California as trusted community.

## THIS YEAR

SYS has served 485 unique clients and families through this year. SYS clientele is made up of 228 male, 257 females; of which, 82 % are of Hispanic origin, 17% are Caucasian, while 1% of our population recognize as either; African American, Guamanian, or Other. During the course of this time, SYS enrolled 186 clients into services, discharged a total of 188 clients, while successfully discharging 88 cases from treatment. SYS provided 10,037 unique services. Because of Covid 19 restrictions, including the necessary precautions that been put in place, 89% of all unique services (8,960 services) were rendered using a Tele Health platform (phone or virtual).

## HOW WE ADAPTED

SYS was awarded a Tele Health grant of \$ 46,909.53 to support SYS clinical staff Tele Health Infrastructure. Grant funds included the opportunity to upgrade; new computers, new docking stations, headsets, ergonomic key boards/mouse and Zoom Licenses. Staff members working from home were given the opportunity to upgrade their home office equipment. Further, although highlight occurred in late 2020, in anticipation of reopening our office(s) to the public and in preparation of having staff return to the office, SYS was able to fit every single HVAC unit with NBIS (Needlepoint Bipolar Ionization System) at all its sites (11 units). This measure provides an extra layer of C19 precaution. Having NBIS system has given SYS staff a peace of mind in returning to the office. These upgrades cost over \$13,000 dollars. Through the years, SYS has developed good working relationships with its property owners, thus resulting in obtaining the NBIS HVAC upgrade at \$0 cost.





CHILDREN  
SERVICES



## WHO WE ARE

Dinuba Children's Services (DCS) is an outpatient children's mental health clinic located in the heart of downtown Dinuba. DCS offers a unique Bilingual/Bicultural service to our catchment area that includes the surrounding areas of Dinuba, Cutler-Orosi, Monson, Sultana and other rural county schools in Northern Tulare County. We currently have 24 staff of which 90% are Spanish Speaking. This is a huge asset to the population we serve, as approximately 90% of our census are Spanish Speaking families.

Referrals are accepted through our online referral process, phone or walk-ins. Our primary source of referrals come from the schools. Other referral sources include Child Welfare Services, Probation and self-referrals. DCS provides psychosocial assessments, individual and family therapy, groups and rehabilitation services. We also provide psychiatric/medications services. We offer a variety of Evidence Based Practices: Eye Movement Desensitization Reprocessing, Dialectical Behavioral therapy, Trauma Focused Cognitive Behavioral Therapy, as well as other modalities.

## THIS YEAR

We served 459 females and 496 males. Ethnicities of clients we served include 33 Caucasians, 1 African American, 1 Filipino and 2 who were unknown. With a total of 914 that account for the Hispanic population. We serve 22 schools through five school districts. For the 2020/21 year, we provided our clients with a total of 1,548 services. We ended with 425 admissions, 457 discharges and 899 referrals. We also successfully discharged 209 of our cases either meeting their goals, or with goals partially met.

## SUCCESS STORY

A client joined our program 10 years ago. He graduated from High School, has a job at a local fast-food restaurant and has started summer classes at Reedley College. He is now working towards getting his driver's license and will soon be transitioning out of children's mental health services. This individual has come a long way and made a lot of progress. He is on the spectrum; he was one criterion away from the Autism diagnosis through CVRC. As a young kid he had extreme behavioral difficulties that often led to anger outbursts and meltdowns. He would run off campus, and police were often involved as school staff **couldn't manage him**. He was very socially awkward growing up and had lots of difficulty with communication skills, among many other difficulties. In his late years in high school, he was able to form long-term friendships, managed OCD symptoms when out in public areas, and has no longer had any trouble with law enforcement.



# Family Intervention PROGRAM

1750 W. Walnut Ave. #B Visalia, CA 93277

FAX: (844) 364-4599

PHONE: (559) 627-1490

CHILDREN  
SERVICES



## WHO WE ARE

The Family Intervention Program (FIP) is located at the Visalia Youth Services South Clinic. FIP is a program contracted between Turning Point of Central California and Tulare County Health and Human Services Agency Tulare Works. FIP traditionally provides short term child mental health services throughout Tulare County for Tulare Work's participants in Visalia Youth Services South clinic, Porterville Tulare Works office, school, Resource Centers, client home, and other community locations. During the Pandemic, FIP provided services via telecommuting utilizing Zoom and phone

## THIS YEAR

From January 1, 2021 to July 31, 2021 FIP served 131 individuals. FIP provided 1,664 services comprised of therapy services (assessments, individual, family, collateral, and group), rehabilitation services (skill building), case management (linkage and brokerage), and correspondence with Tulare Works, Community School Based organizations, school, Central Valley Regional Center, Children's MH clinics, and other agencies. Although our referrals to the program maintained very low, Tulare Works authorized services to continue with all cases that were still open to us so that we could provide all the support that was needed to **those families during the pandemic. FIP continued to work** collaboratively with other community based organizations (CBO) to provide referrals. Closed cases were referred to CBO's and when a child was identified as needing higher level of care referrals were made to their local Children's Mental Health clinics.

This year our clinicians were trained on the following Evidenced Based Practices: Trauma Focused –Cognitive Behavioral Therapy, Parent Management Training, and Active Parenting.

## HOW WE ADAPTED

During the COVID-19 pandemic FIP continued to have contacts with the Tulare Works Stabilization Unit via email, phone and Zoom meetings. Tulare Works has expressed being grateful for our services to their participants in the Tulare County community. Although it has been quite an adjustment to everyone, staff and clients have been connecting during these unprecedented times. FIP and Tulare Works have been able to adapt and think "outside of the box" in order to be available to serve our Tulare County families. Our clients have expressed being thankful for FIP continuing to reach out to them during this time as many of our clients are isolated and have limited support. We look forward to continue proving our services to Tulare Works participants and their children.





## ADULT SERVICES



### WHO WE ARE

The Vista Program is a Full Service Partnership (FSP) funded by the Mental Health Services Act and serves those suffering from a severe mental illness (SMI). Vista recently transitioned from serving 300 clients to 180 clients to ensure a smaller ratio of staff to client to provide more support to the clients. Vista is located at 258 N. Blackstone Avenue, Fresno, California 93701. Vista is an outpatient mental health program, serving individuals referred by the County of Fresno Department of Behavioral Health. Vista's services include psychiatric evaluations, medication management, case management, individual psychotherapy, educational groups, supportive housing placement, social/educational/employment skills development, substance abuse treatment, NA/AA meetings and assistance with applying for SSDI, GR, Medi-Cal, MISP, SDI, and other Resources. The Vista program is based on the Assertive Community Treatment model and utilizes several evidence based interventions to achieve client's idea of wellness. These interventions including: Cognitive Behavioral Therapeutic interventions, Harm reduction, Dialectical Behavior Therapy, Integrated Dual Disorder Treatment, Mental Health First Aid, Motivational Interviewing techniques, Trauma-Informed Care, Trauma-Focused CBT, Changing Offender Behavior/Courage to Change: Cognitive-Behavioral Curriculum, Recognizing and Responding to Suicidal Risks (RRSR), and Wellness & Recovery Action Planning (WRAP).

### THIS YEAR

The Vista team is available to eligible Fresno County residents with a SMI who are seeking a higher level of care. The Vista team is trained and willing to provide excellent mental health services with a supportive perspective focused on client care. We also welcome family members and significant other's involvement in the recovery process and we regularly link our client's to other community resources to improve their quality of life increasing client's ability to focus on their mental health goals. Vista's goals are to reduce mental health symptoms so that a client can work toward independence and increase functioning in the community **successfully**. During the past fiscal year, Vista has been able to reduce psychiatric hospitalizations by 76%, incarceration reduced by 76% and reduced experience with homelessness by 85%. Our program also looks to increase areas, encouraging education and employment/volunteerism. Vista was able to increase educational engagement with 16% enrolled in an educational setting during the 19-20 fiscal year as well as 18% of clients engaged in employment or volunteerism.

### HOW WE ADAPTED

The Vista program has supported client's through the National Health Crisis, Covid-19 with continued services, food drop offs, hygiene products, providing transportation, and continuing face-to-face contact. The program has supported client's with not only necessities and therapeutic support to manage the challenges of social distancing, having to quarantine during exposures to COVID, and managing the limitations of community partners when accessing resources. Our program has obtained PPE to support the staff and clients to maintain safety at the program and while in the community. Overall our **relationship with the client's** is a core factor is supporting our client's manage difficult changes personally, socially, and institutionally.



# MHSA PROGRAMS

NORTH COUNTY ONE-STOP  
NORTH COUNTY MOBILE UNIT  
CENTRAL COUNTY ONE-STOP

201 N. Court St. Visalia, CA 93291

FAX: (844) 368-4079

PHONE: (559) 627-2046

145 North N St. Suite A Tulare, CA 93274

FAX: (844) 368-4079

PHONE: (559) 687-8713

ADULT  
SERVICES



## WHO WE ARE

In Tulare County, Turning Point Mental Health Services Act (MHSA) Programs provide Outreach and Engagement (O&E), System Development (SD) and Full Service Partnership (FSP) program services that target underserved and unserved populations. MHSA Programs are designed to expand and transform the behavioral health system. They are an open door access program and provide in the home field based services wherever the consumer resides. They increase access, cultural competency and use a holistic health approach which includes recovery, wellness, and resiliency treatment principles. The three (3) Turning point MHSA programs, under the Tulare County Health & Human Services Agency are the North County One Stop (NCOS), Central County One Stop (CCOS) and North County Mobile Unit (NCMU) also known as the "Unidos Para La Salud" program.

The One Stop Centers provide an array of comprehensive mental health services for children, youth, and transitional age youth with severe and persistent mental illness or serious emotional disturbance. The programs serve children who are underserved, at risk of out-of-home placement, at risk of justice system involvement, or diagnosed with a co-occurring disorder. These services are provided in both English and Spanish. The One Stop Centers are strategically located in North, Central, and South Tulare County in an effort to optimize outreach and engagement efforts.

The Mobile Unit provides an array of comprehensive mental health services for all age groups with severe and persistent mental illness or serious emotional disturbance, who are traditionally un/underserved, or are homeless or at risk of homelessness. These consumers may struggle with co-occurring disorders and be at risk of criminal justice involvement and at risk of hospitalization and/or institutionalization. The Mobile Unit is characterized for its strategic mobility of services to decrease barriers in access to services seen in rural communities, with a lack of transportation services.

## THIS YEAR

In 2020-2021, the Turning Point MHSA Programs have provided services to a total of 396 individuals living with a severe mental health diagnosis. We have provided Full Service Partnership treatment services and funding to 49 individuals living with severe mental health diagnoses. We have provided case management services, clinical services, and medication management services to 347 individuals over the last fiscal year.



# FIRST STREET CENTER (FSC-FSP)

3636 N. 1st St. #162 Fresno, CA 93726

FAX: (844) 563-6035

PHONE: (559) 476-2166

ADULT  
SERVICES



## WHO WE ARE

The First Street Center (FSP) program is a mental Health Service Act (MHSA) and Community Corrections Partnership funded Full-Services Partnership (FSP) serving approximately 105 individuals at any given time. The First Street Center FSP program mission is to provide Fresno County adult residents who have recently been released from State prison/jail on AB109 living with severe mental illness outpatient based comprehensive mental health, co-occurring treatment, and related support services. The First Street Center FSP team is proud to collaborate with the Fresno County Probation Department and the Department of Behavioral Health along with other community providers, to support clients with reintegrating back into the community successfully. The FSC-FSP program utilizes evidenced-based mental health rehabilitation interventions along with criminogenic and wellness and recovery principles to achieve successful community reintegration. Services include psychiatric evaluations, crisis response 24/7, psychopharmacological medication, medication education, health education, individual and family psychotherapy, educational/rehabilitation/co-occurring groups, social/educational/employment skills development, social and recreational activities, probation engagement, and intensive case management (including advocacy and support with attainment of entitled benefits, supportive subsidized housing assistance, Medi-Cal benefits, transportation assistance, general relief assistance, and other identified community resource needs).

## THIS YEAR

The FSC-FSP Program recorded positive outcomes for fiscal reporting period 2020-2021 in multiple target outcomes. 79% of enrolled clients recorded no episodes of psychiatric hospitalizations with a target goal expectancy of 70%. The target goal for incarceration for the year included reducing the total number of clients arrested, the frequency of arrests, and the total number of days incarcerated compared with the previous 12 months pre-enrollment. The FSC-FSP program met this goal with the number of clients arrested reduced by 66%. The frequency of client arrests reduced by 69% and a 83% reduction in the total number of incarceration days. The FSC-FSP program utilizes several tools developed by the Mental Health Center of Denver to track change across multiple domains of wellness. These tools include the Recovery Needs Level Marker (RNL), and Consumer Recovery Measure (CRM). The RNL measures trends of recovery through time indicating recovery growth. 68% of the program population served trended toward positive recovery growth and 43% transitioned positively to a reduced level of care. The CRM measures the client's perception of their own recovery. The target goal expectancy was a minimum of 40% client perception of a positive recovery trend. This past year 67% of clients perceived having positive recovery growth in their own wellness.

## HOW WE ADAPTED

FSC-FSP worked to navigate the unique challenges of the COVID-19 Pandemic. The program implemented telephone and telehealth services to continue to provide vital mental health services throughout the state issued stay at home order. The program restructured and formulated protocols to practice social distancing and increase cleaning and disinfecting in an effort to mitigate exposure. The FSC-FSP program has continued to successfully adjust to the ever changing landscape of the COVID-19 Pandemic. Despite these challenges the program continuing to provide uninterrupted mental health services.



# FIRST STREET CENTER (FSC-OP)

3636 N. 1st St. #135 Fresno, CA 93726

FAX: (844) 601-2973

PHONE: (559) 225-1464

ADULT  
SERVICES



## WHO WE ARE

First Street Center Outpatient Program is located at 3636 N. First Street, Suite 135, in Fresno California and provides outpatient based substance use disorder (SUD) treatment services and treatment for mild to moderate mental health needs. These services are provided in collaboration with the Fresno County AB109 probation department and the AB 109 pretrial supervision office, where access is obtained through referral from the individual's probation officer. Services are provided with a client-centered approach that focuses on client strengths and abilities to successfully re-enter and gain healthy independence in the community. The program provides treatment utilizing evidence-based practices such as motivational interviewing, and curriculum based on cognitive behavioral therapy sessions and interventions. The program's goals are to reduce recidivism, reduce substance use, reduce psychiatric hospitalizations, and reduce homelessness. Providing case management services, we strive to increase the level of community functioning by providing linkages to increase education and employment participation as well as other outside community-based resources.

## THIS YEAR

Over the past year, the program has learned how to navigate the pandemic, able to pivot from group focused services to more individualized services. This has created better rapport and trust with our clients. This more frequent and personal approach we have now seen has not only facilitated a way to continue providing care, but has translated to more successful outcomes. Due to this change clients more frequently completed treatment successfully with an average of 82%, an increase from last year by 7%. We continue to work with our referral sources and our team to provide more face to face services and increase group supports as the pandemic shifts and allows for. FSC-OP will continue to provide more individualized services as we have learned through these tough times how beneficial it is.

## SUCCESS STORY

A client suffered from a dysfunctional childhood that included the use of illicit drugs as an 11 year-old. His first incarceration was at 12 years old. He progressed from smoking marijuana to methamphetamine at age 15 at which time he joined a prominent gang in Fresno. He entered his first prison term in 2000 and was in and out of prison until 2017. Upon the third admission to the FSC-OP, he embraced the opportunity for recovery and participated in treatment. He successfully completed the FSC-OP and secured employment, an apartment, and a vehicle. He and his girlfriend care for their one year old daughter. He reports that the FSC-OP has helped him stay clean and sober. His success helps him to avoid negative influences, choose positive relationships, and spend time with his family. He reports gaining knowledge about his triggers and works toward productive independence on a daily basis.



ADULT  
SERVICES



## WHO WE ARE

Hope House operates two drop-in wellness centers in Madera County. The Mountain Community Wellness Center is located in Oakhurst and serves the eastern county region. The Hope House center is located in Madera and serves the western county region. Services follow a clubhouse model in psychosocial rehabilitation. Both locations provide peer support, mental health education, resource linkage, social activities, and life skills building. Employment and volunteer opportunities are available. Wellness and recovery, as well as stigma reduction, is promoted daily to help people obtain a meaningful quality of life.

## THIS YEAR

Access to Hope House is granted to current or prospective clients of MCBHS. Usage is measured by the amount of unique individual served and visits made to each site.

	Unique Individual Served	Annual Visits
Hope House Adults	185	2,169
Hope House TAY (Ages 14-17)		734
Mountain Community Wellness Center	97	

## HOW WE ADAPTED

The current pandemic presented a need for adjustments in service delivery. Appointments were introduced, limited transportation was available, and activities were virtual. However, our center stayed open with mitigation practices. Hope House continued to offer resource linkage and support. Youth was engaged through Zoom. Adults were engaged through a warm-line. Hygiene support was available to homeless participants needing access to our showers, laundry room, and restrooms. All program participants were offered help to apply for unemployment, schedule vaccine appointments, or identify resources for food or medical care. Hope House services took on a different form, but continued to promote wellness and recovery in Madera County.



## ADULT SERVICES



## WHO WE ARE

The Rural Mental Health (RMH) program is proud to provide outpatient mental health services to children and adults that live in rural Fresno County. Services are provided at eight established rural service sites including Reedley, Pinedale, Sanger, Selma, Kerman, Mendota, Huron and Coalinga. The Rural Mental Health (RMH) Program is a Mental Health Services Act (MHSA) funded Full-Service Partnership (FSP), Intensive Case Management (ICM), and Outpatient (OP) treatment program. RMH is dedicated to empowering its consumers to recognize their strengths and abilities to regain wellness successfully and achieve independence and **self-sufficiency in the community**. Services provided include 24/7 crisis response; mental health services; psychiatric and nursing services; rehabilitation services focusing on life skills and symptom management training; and case management services. The population for the FSP program includes adults with severe mental illness (SMI), children with serious emotional disturbance (SED), and adults/children who have had recent admissions to the County's crisis intervention services. FSP services are available 24 hours per day, seven days per week. The FSP program serves 175 clients at any given time. The ICM population includes adults with severe **mental illness and children with serious emotional disturbance** who are in need of ongoing community-based services. The ICM program serves 1854 clients a year. In general, the OP population is able to sustain a largely independent level of functioning. The OP program serves 2021 clients a year. ICM and OP services are available 8 hours per day and five days per week. RMH Clinics are designed to be welcoming, empathetic, culturally competent; trauma-informed and community-based. The majority of the staff is bilingual and bicultural.

## THIS YEAR

The RMH program continues to serve above the number of expected unique clients annually in OP, ICM and FSP programs. The program served 4,073 clients in the 2020-2021 fiscal year. During the past fiscal year, the program has prevented and significantly reduced the number of FSP clients experiencing psychiatric hospitalizations, incarcerations, homelessness, and medical or emergency room visits post program enrollment. ICM level clients experiencing a psychiatric hospitalization remained significantly low at 6% of the population served. The program observed positive recovery trends and movement towards **improved levels of functioning** as evidenced by the Reaching Recovery measurement scales. A high percentage of clients also perceived themselves as achieving positive movement towards recovery goals.

## HOW WE ADAPTED

RMH has continued to adapt, grow and thrive throughout the COVID-19 pandemic that changed the world in 2020, and is still affecting us in 2021. The program successfully opened our newest clinic in the community of Mendota in the middle of the pandemic. In the last 13 years the RMH program has grown from 3 clinics and 12 staff to 8 clinics and almost 100 staff members! RMH was able to make the shift to providing telehealth to a vast majority of clients and continued to provide in person psychiatric medication and crisis services to the clients in the most need. Despite all the challenges both staff and clients faced, staff were committed to providing excellent care and never stopped serving our people in need. This was **evident in the success our clients have achieved** despite the pandemic. One client from the RMH Sanger clinic successfully graduated herself from services after 8 years of treatment. Through treatment she was able to learn and utilize coping skills to manage her symptoms which resulted in her no longer taking medication and she was able to obtain full time employment, establish and maintain social relationships and developed a support system with peers – in short, she was able to make a life worth living. She attributed her success to the staff she worked with throughout the years. When she was ready to leave, she expressed gratitude to everyone at RMH, especially to her psychiatrist and her therapist, for the years of service and commitment to her wellbeing. As she left, she said she "felt like part of the team" that was helping her help herself.



EMERGENCY  
SHELTER



## WHO WE ARE

The Turning Point Diversion program was designed to offer behavioral health treatment and social supports to individuals living with a qualifying Severe Mental Illness (SMI) Diagnosis and found eligible for mental health diversion. Mental Health Diversion was developed in response to the passing of Assembly Bill (AB) 1810 to provide behavioral health treatment in lieu of trial and sentencing by a jury or judge when a nexus links a mental health diagnosis with the act of a crime. Turning Point Diversion services are delivered in coordination with the Mental Health Diversion Court Team consisting of the Superior Court Judge, Defense Attorney, District Attorney, Probation Department, Department of Behavioral Health, and the Turning Point Diversion Treatment Team. The goals of the program include promoting recovery and self-sufficiency, community reintegration, decreasing criminogenic risk factors, reducing recidivism and psychiatric hospitalization. The Program is an evidenced-based, 5-tiered, comprehensive pre-trial diversion program. The program provides the highest level of out-patient care that currently exists in the Department of Behavioral Health's (DBH) current continuum of care. Care levels range from Assertive Community Treatment (ACT) to the lowest level of care; Outreach and Engagement (O&E). The program is designed to allow for flexibility to move individuals between the levels of care based on their behavioral health needs. The program is funded by multiple funding streams including a grant from the Department of State Hospitals (DSH), Mental Health Services Act (MHSA), and Short Doyle Medi-Cal reimbursable services.

## THIS YEAR

The Turning Point Diversion contract was officially awarded and approved by the Fresno Board of Supervisors on September 22, 2020. The program went through a startup phase and officially opened for services on March 15, 2021. The program is designed to increase in capacity over the course of three years with a maximum capacity of 75 clients. Program services include the full array of program and community services necessary to meet each individual's unique behavioral and criminogenic needs. Services include mental health assessment, treatment planning, criminogenic needs assessment, individual goal development, individual/group/family therapy, psychiatry, **medication education/support**, 24/7 crisis intervention, intensive case management, psychoeducation groups, rehabilitation services, peer support, linkage to community resources and services, referral and linkage to substance use treatment, employment support, education support, and supportive housing including rent subsidies. The treatment team provides a collaborative relationship between the individual and when appropriate their family members or significant others. The team is comprised of multidisciplinary staff with diverse skills, expertise, and knowledge to help address each individual's needs.

## HOW WE ADAPTED

Diversion worked to navigate the unique challenges of the COVID-19 Pandemic. The program implemented telephone and telehealth services to continue to provide vital mental health services throughout the state issued stay at home order. The program restructured and formulated protocols to practice social distancing and increase cleaning and disinfecting in an effort to mitigate exposure. The FSC-FSP program has continued to successfully adjust to the ever changing landscape of the COVID-19 Pandemic. Despite these challenges the program continuing to provide uninterrupted mental health services.



EMERGENCY  
SHELTER



## WHO WE ARE

Sunrise is a Full Service Partnership (FSP) funded by the Mental Health Services Act and serves those suffering from a severe mental illness (SMI). Sunrise is a new program that began this fiscal year due to Turning Point winning an additional RFP to serve 180 FSP clients. Sunrise is located at 3855 N. West Ave Fresno, Ca 93705. Sunrise is an outpatient mental health program, serving individuals referred by the County of Fresno Department of Behavioral Health. Services include psychiatric evaluations, medication management, case management, individual psychotherapy, educational groups, supportive **housing placement, social/educational/employment** skills development, substance abuse treatment, NA/AA meetings and assistance with applying for SSDI, GR, Medi-Cal, MISP, SDI, and other Resources. The Sunrise program is based on the Assertive Community Treatment model and utilizes several evidence based interventions to achieve client's idea of wellness. These interventions including: Cognitive Behavioral Therapeutic interventions, Harm reduction, Dialectical Behavior Therapy, Integrated Dual Disorder Treatment, Mental Health First Aid, Motivational Interviewing techniques, Trauma-Informed Care, Trauma-Focused CBT, Changing Offender Behavior/Courage to Change: Cognitive-Behavioral Curriculum, Recognizing and Responding to Suicidal Risks (RRSR), and Wellness & Recovery Action Planning (WRAP).

## WHAT WE DO

The Sunrise team is available to eligible Fresno County residents with a SMI and severe impairment in managing daily life and essential needs. Sunrise engages with the SMI population with the goal of providing excellent mental health services with a supportive perspective focused on client care. We also welcome family members and significant other's involvement in the recovery process and we regularly link our client's to other community resources to improve their quality of life increasing client's ability to focus on their mental health goals. We work regularly with hospital, crisis intervention programs, drug and alcohol inpatient care, and law enforcement.

## HOW WE ADAPTED

The Sunrise program has supported client's through the National Health Crisis; Covid-19 with continued services including: food drop offs, hygiene products, providing transportation, crisis intervention support, and continuing face-to-face contact. The program has supported client's with not only necessities and therapeutic support to manage the challenges of social distancing, having to quarantine during exposures to COVID, and managing the limitations of community partners when accessing resources. Our program has obtained PPE to support the staff and clients to maintain safety at the program and while in the community.



# Adult Employment PROGRAM

111 E. San Luis St. Salinas, CA 93901

FAX: (831) 424-2166

PHONE: (831) 422-8852

EMPLOYMENT  
SERVICES



## WHO WE ARE

The program provides assessments, pre-employment and job retention skills instruction, paid work experience, on-the-job training, occupational skills training certification, career planning, financial literacy, referrals to community services, direct job placement, case management, support and follow-up services to AB109, Prop 47 and Prison to Employment justice involved, eligible adults. All services are provided at the Turning Point office located at 111 E. San Luis Street and the American Jobs Center of California (AJCC) at 344 Salinas St. in Salinas. To ensure accessibility the program delivers services throughout Monterey County at partner sites such as the employer community, educational entities, and CBO's. AB109 Monterey County Probation applicants are referred for services by their Probation Officer through the Probation SMS shared Case Management system. Prison to Employment applicants are referred primarily by State Parole upon their release from prison, the Workforce Development Board and the programs vast array of community partners. Prop 47 clients are referred mainly by the Monterey County Public Defender's office and grant partners. Comprehensive outreach and recruitment delivers program information throughout Monterey County providing applicant self-referrals. Self-referrals are assisted with obtaining appropriate referral documents to expedite services, as needed. Best Practice Motivational Interviewing using the Change Companies journaling is currently being used.

## THIS YEAR

In fiscal year 20/21 the Adult Employment Program enrolled 127 Monterey County Adults. Of those enrolled 85% completed Intake consisting of orientation, eligibility and assessment. Following Intake 83% completed Employment Skills Training consisting of Pre-employment, On-the-Job and Job Retention instruction. Subsequent to Intake and Job Training 86% of the clients received staff assisted job placement. Of those placed into employment 16% required subsidized Work Experience, On-the-Job training or Occupational Skills training.

## HOW WE ADAPTED

The serious challenges of COVID-19 were met head-on adapting program operations and service delivery systems to protect the health of our employees and clients while ensuring the integrity of client services.

The office was redesigned to meet all pandemic safety protocols. A worksite safety representative was designated for oversight of all safety protocols such as: Daily health screenings, suitable PPE's, adequate hygiene supplies, physical/social distancing measures, telecommuting options, occupancy limitations, meeting format alternatives, and safety signage.

The Monterey County Workforce Development Board recognized the program for their successful start-up of the new Prison to Employment grant. Turning Point was commended for being the only program out of the four in the Coastal Region to have enrollments during the first half of the program year in spite of COVID-19 challenges. In addition to client enrollments, a strong referral base was developed with State Parole and Monterey County Probation supporting Turning Points mission to provide crucial reentry services for this at-risk population. Monterey County Probation has expressed their appreciation for the new occupational, educational and expanded support services available through the Prison to Employment grant.



# Youth Employment PROGRAM

344 Salinas St. STE 208 Salinas, CA 93901

FAX: (831) 424-2166

PHONE: (831) 256-7110

EMPLOYMENT  
SERVICES



## WHO WE ARE

The program provides an array of employment and occupational skills training services to out-of-school youth ages 18-24. Services are provided on site, in schools, at employer work sites, and throughout the community. These services include paid internships, paid work experience, on-the-job training, direct job placement, occupational skills training certification, leadership opportunities, career planning, financial literacy workshops, supportive services, case management, referrals to community resources and follow-up services. The youth program is located at 115 E. San Luis Street in Salinas, CA due to relocate to the America's Job Center of California Office. Services are accessible by contacting the Youth Program's Eligibility Specialist for an assessment at our new number 831-755-3240. The program follows the Workforce Innovation Opportunity Act best practices of diverse reengagement, comprehensive supportive services, inclusive case management, bridges to career pathways, paid work experience and employer collaboration. Staff members include Program Director, Case Manager, Job Developer, Eligibility Specialist, Occupational Skills Training Specialist and Administrative Assistance.

## THIS YEAR

Turning Point Youth Program served a total of 128 young adults. A rate of 82% obtained employment or participated and completed an Occupational Skills Training program. A rate of 100% completed a comprehensive assessment and 89% completed a Career Planning and Financial Literacy Education workshop. This was the first year we offered Leader Program opportunities with a focus on community sustainability. Participants achieved a variety of certifications such as CPR/AED, ServSafe, and Leadership which can be applied towards college credits. Our Program received multiple recognitions from Congressman Panetta and the Mayor of Salinas. This was the first year of the Wild Fire Grant operations doing rehabilitation in Big Sur, and Julia Pfeiffer Park. We celebrated our 18th year operating at Rancho Cielo Day Reporting Center, and this was also the first year to provide all customers an additional support for groceries through our Community Action Partnership Grant.

## HOW WE ADAPTED

The serious challenges of COVID-19 were met head-on adapting program operations and service delivery systems to protect the health of our employees and clients while ensuring the integrity of client services. The office was redesigned to meet all pandemic safety protocols. A worksite safety representative was designated for oversight of all safety protocols such as: Daily health screenings, suitable PPE's, adequate hygiene supplies, physical/social distancing measures, telecommuting options, occupancy limitations, meeting format alternatives, and safety signage are examples of the programs prevention and risk mitigation plan.



ADULT  
SERVICES



## WHO WE ARE

The Quest House is a structured, 26 bed, 30-90 day residential treatment facility designed to treat adults for primary Substance Use Disorder issues, as well as other co-occurring disorders. The Quest House is licensed by the California Department of Health Care Services and is a Drug Medi-Cal Certified Program operating under a contract with Fresno County. Quest House also provides services for CDCR Parolee's, as well as other Fresno and Madera Residents. All the Quest House staff that are providing counseling services to the residents are certified counselors or registered working toward certification **under supervision**. Our primary purpose is to promote abstinence from alcohol and other drugs, as well as reducing recidivism in the jails and prisons. Our curriculum consist of Cognitive Behavioral Intervention, Thinking for Change, Living in Balance, Parenting Skills, Substance Abuse/Addiction Education, Nurturing Fathers, Money and Time Management, Breaking Barriers, Process Groups, Gardening and Caring for Foster Dogs, AA and NA Book Studies and Meetings, as well as recreational activities. The Quest House addresses the addiction as a disease and a symptom of other underlying issues that generally surface in the form of negative, self-destructing behaviors that also hurt others.

## THIS YEAR

The Quest House provided treatment for 143 male adults during the 2020-2021 fiscal year. Those 143 men stayed for a total of 5,777 bed days, for an average stay of 44.39 days. 77 of those men stayed a minimum of 21 days up to 120 days in the program and left with positive outcomes, moving on to Sober Living Facilities and continuing their recovery in out-patient programs.

## HOW WE ADAPTED

The Quest House teaches positive living skills in a Social Model, Therapeutic "Family" Structured Home using evidenced based practices. Our curriculum consists of Cognitive Behavioral Intervention, Thinking for Change, Living in Balance, Parenting Skills, Substance Abuse/Addiction Education, Nurturing Fathers, Money and Time Management, Breaking Barriers, Process Groups, Gardening and Caring for Foster Dogs; AA and NA Book Studies and Meetings, as well as recreational activities. The Quest House addresses the addiction as a disease and a symptom of other underlying issues that generally surface in the form of **negative, self-destructing behaviors** that effect other family members and society as a whole.



ADULT  
SERVICES



WHO WE ARE

The Visalia Reentry Center (VRC) is a 32-bed, all male, long-term residential alcohol and drug treatment program serving parolees in the CDCR STOP program and Tulare County Drug Medi-Cal recipients. Our DHCS-licensed residential treatment program is a 30 to 90-day, intensive program, designed to address the resident's substance use disorder (SUD) impairments, enhance life and coping skills, and increase self-sufficiency – with the primary goal of preparing clients to live alcohol/drug-free, healthy, and productive lives. Residents and counselors work together to complete an assessment and prepare an individualized treatment plan that identifies the client's SUD impairments, treatment goals and objectives, and program services to be provided. Residents must complete an average of 25 hours per week of treatment services, including cognitive behavioral therapy, drug education, relapse prevention planning, anger and stress management, criminal thinking, parenting, and job readiness. Residents are prepared and encouraged to job search and work while in the program. Clients may voluntarily request a 30 to 90-day extension in the program, so they can continue to make progress on their treatment goals.

THIS YEAR

In Fiscal Year 2020-21, VRC provided 5,913 of man days of services, served 184 participants, and had 48 residents successfully complete the residential treatment program. The average length of stay for residents was 30 to 60 days. We experienced some very difficult challenges during this fiscal year with the COVID pandemic, which had a negative impact toward client retention and successful program completion.

COURT ST. TRANSITIONAL

Court Street Transitional Center (CSTC) is a six-bed Sober Living program, serving males as they transition to independence and self-sufficient living. Upon intake and assessment, residents meet with the caseworker assigned to the facility to prepare an individualized case plan to include: (a) in-house financial management, (b) job search and retention skills, (c) cognitive skills, (d) use of community resources, and (e) substance abuse counseling if applicable. Residents are required to participate in meaningful activities that facilitate reentry into the community and/or recovery, such as work, vocational training, adult school, higher education, volunteer work, and self-help meetings. CSTC's primary goal is for residents to successfully enhance recovery skills and transition to permanent housing and self-sufficiency. In Fiscal Year 2020-21, CSTC provided 1460 (904 in FY19-20) man days of sober living services, served 21 participants, and with an average length of stay for 90 days. VRC is currently looking to expand our Sober Living Services to our Tulare County Drug Medi-Cal population (SABG funding).

VISALIA RECOVERY SERVICES

Visalia Recovery Services (VRS) is a Co-Ed Outpatient program that currently serves Parolees under the STOP Program. During FY 2020-21 we have provided 236 Individual Sessions, and 470 Educational Groups. For FY 2020-21 VRS provided 706 man days and average length of participation was 90 days. We are currently working to expand Outpatient Services to serve our Drug Medi-Cal population.



ADULT  
SERVICES



## WHO WE ARE

The Male Community Reentry Program (MCRP) is located at the Kennemer Center in Bakersfield, California. The Kern-MCRP helps inmates successfully reenter the community by allowing eligible inmates, committed to a California Department of Corrections and Rehabilitation (CDCR) institution, to serve the end of their sentence in the community in lieu of confinement at a CDCR institution. The MCRP is designed to provide, or arrange linkage to a range of community-based, rehabilitative services that assist with substance use disorder treatment, mental health care, medical care, employment, education, housing, family reunification, and social support. The Kern MCRP helps participants **successfully** reenter the community from prison and reduce recidivism. All levels of eligible inmates who have up to fifteen months, but no less than 30 days of their State prison sentence remaining, may volunteer for placement. Inmates determined eligible for placement are reviewed by the Institutional Classification Committee and, if approved for placement, referred to the Classification Staff Representative for endorsement. All inmates are subjected to mandatory electronic monitoring.

## THIS YEAR

With the 2020-2021 fiscal year being impacted by Covid so rigorously, the Kern MCRP's normal programming goals and objectives were minimized due to a modified program schedule. Because much of the Kern MCRP's outcomes are based on social interactions within the community, this year's goals focused on employment. In the 2020-2021 fiscal year, the Kern-MCRP had 60 participants complete the intake process and assisted 65 successful completions. The Kern-MCRP assisted over one third of the year's intakes (24 out of 60) in obtaining gainful employment in the community. A huge focus in programming constitutes maintaining great rapport with other community based providers, such as employment agencies. The Kern-MCRP continues to refer participants to employment opportunities to support participant integration into the workforce and back into society successfully. In this reporting period, 33 clients participated in vocational training, such as WESTEC, Culinary Arts, HVAC, Automotive Technician and Electrical Technician. Eleven total participants attended College, Vocational College, or Bakersfield Adult School's computer and GED classes.

## HOW WE ADAPTED

The Kern-MCRP adapted to the pandemic and worked with outside agencies to continue serving clients to meet their needs. The program utilized technology and innovation to provide virtual classrooms to link outside agencies with on-site clients. Clients were able to continue vocational training, mentoring services, educational services, and job interviews utilizing Zoom. Staff and clients have been required to complete a COVID-19 Screening Checklist daily in order to take precautions to assure infection prevention and control practices are in place. All staff and clients continue to follow all safety and precautionary measures including PPE, in maintaining quality services for our populations.



# S.T.O.P. Program

1100 Union Ave. Bakersfield, CA 93307

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ADULT  
SERVICES



## WHO WE ARE

The Specialized Treatment for Optimized Programming (STOP) at the Ken Kenemer Center is a long term, intensive inpatient, residential drug treatment program instituted through California Department of Corrections and Rehabilitation. The program is sub contracted and administered by Turning Point of Central California, Inc. The focus is assisting the male population of men whose lives have become negatively impacted by a cycle of alcohol and/or drug-related addictions as well as assessing the criminal history of recidivism through cognitive behavioral therapy and evidence-based counseling and treatment. Our goals, objectives, and action steps are to provide comprehensive, pervasive, and personalized behavioral healthcare, that leads residents to a life free of substance abuse while assisting each resident in breaking the cycle of recidivism in their personal lives. We strive to provide a compassionate, structured, and supportive living environment. Our ultimate goal is for the individual to achieve long lasting sobriety while enjoying a life of integrity, dignity and purpose.

## THIS YEAR

During the 2020/2021 fiscal year, STOP admitted 74 participants. Throughout the year, over one third of our population became employment ready by obtaining their social security cards, identification cards and completed a master application and resume. Over one third of our population completed vocational training through WESTEC or Kenemer's on-site Culinary Program. Turning Point's partnership with WESTEC gives the STOP clients training in 22 qualifications, with the most popular qualifications being Forklift Certification, Cardiopulmonary Resuscitation (CPR) Certification and Automated External Defibrillator (AED) Certification.

## HOW WE ADAPTED

Unfortunately, the STOP program has had to severely alter its program delivery to accommodate the global pandemic. Throughout most of the 2020-2021 year, group programming was delivered through homework packets and virtual programming. All participants and staff wore personal protective equipment to ensure a safe and healthy environment. All STOP participants were tested for COVID19 antibodies upon intake and were quarantined for 10 days to ensure safety of the staff and participants. Despite the pandemic, the STOP program has maintained a high successful completion rate.



GROUP

HOMES



## WHO WE ARE

We currently have 6 programs with more on the way that serve youth 7-17 that have a myriad of co-occurring complex diagnosis and present with significant behavioral challenges. We have 2 crisis homes where the goal is behavioral stabilization within a short term stay, and 4 longer term homes where in addition to behavioral stabilization we emphasis the learning of life skills that are vital to becoming successful and independent young adults. We assist our clients in achieving their goals in a variety of ways including but not limited to:

**Integrative Care Approach | Evidenced Based Practiced Interventions  
Applied Behavior Analysis | Social/Independent Skills Curriculum | Psychiatric Services**

## THIS YEAR

Over the last year Region One has seen some changes. We awarded a \$280,000 grant to enhance our ability to provide person centered planning and services in accordance with HCBS Waiver and Medicaid final rules. This has allowed us to add a position to our team to ensure best practice can be taught and implemented. The funding also allows for all Directors and support staff to receive enhanced training. We have had a relatively high success rate with client progress towards goals and transitions over the last year despite Covid.

We are working with vendored Regional Centers to explore additional avenues to better support individuals we serve after transitioning out of the program. We are also in process of opening a new EBSH home for children in Sacramento and hope to admit first client early next year. The home has been purchased and is being rehabbed.

## HOW WE ADAPTED

Covid 19 caused Region one to implement a number of strategies based off guidelines and recommendations to ensure the health and safety of clients served as well as staff. All clients switched to remote learning for school and most had their visits with families limited to video only for most of the year. Consultants and therapists were limited to remote contact with clients. Staff and clients have been required to masks up, follow cleaning protocols and screen for symptoms daily. Despite all these changes everyone was in overall good spirits and we did not have a significant spike in client behaviors as anticipated



# Fresno

## FEDERAL AFTERCARE

1638 L St. Fresno, CA 93721

FAX: (844) 587-6413

PHONE: (559) 237-0846

OUTPATIENT  
SERVICES



## WHO WE ARE

Fresno Federal Aftercare Outpatient Program is one of our oldest existing programs in Fresno County. Turning Point has been providing outpatient counseling services to United States Probation and United States Pretrial Services clients and defendants since 1977. Outpatient treatment services are provided by referrals only from US Probation and US Pretrial Services. The program currently provides the following outpatient services for clients referred for placement: psychological evaluation, medication monitoring, urine collection and reporting, substance use disorder counseling (individual), manualized groups, substance use disorder counseling (family), co-occurring disorder counseling (Integrated treatment), mental health therapy (individual), family counseling, and transportation assistance. At this time, the best evidence – based practices used by our certified substance abuse counselors and mental health therapist for the provision of services are as follows: Cognitive-Based Therapy (CBT), Moral Reconciliation Therapy (MRT), Motivational Interviewing Approach (MI), Dialectical Behavior Therapy (DBT) Rogerian Therapy, Stages of Change and Anger Management.

## THIS YEAR

The Federal Aftercare Program has acquired the Federal Bureau of Prisons contract for Community Treatment Services (CTS). This program is within the Residential Reentry Center. Turning Point is providing substance abuse counseling for RDAP clients coming from BOP. In addition, we are servicing the mental health clients coming from BOP that are residing in the Residential Reentry Center.

## HOW WE ADAPTED

Turning Point Federal Aftercare Program has overcome many obstacles this past year due to COVID. Our program has gone from in-person sessions to telehealth sessions. Our program has grown, even though the challenging times, to approximately 160 outpatient clients. Our program has added an additional substance abuse counselor due to our clientele growth. During this reporting period, 53 clients have successfully completed their outpatient program. Our program also continued to participate in Reentry Court and added a mental health court called "Wellness Court" to our program.

**"I can look back and say it was all worth it, I have a good career going for myself and am happy for the person I am today. I took it one day at a time and remembered every moment I've experienced while incarcerated." -Mr. P**



# Kern

## DAY REPORTING CENTER

1101 Union Ave. STE 100 Bakersfield, CA 93307

FAX: (844) 633-2387

PHONE: (661) 437-4860

OUTPATIENT  
SERVICES



### WHO WE ARE

The Kern Day Reporting Center (DRC) is an outpatient service center, created with the commitment to reduce recidivism and to increase public safety through effective community integration. All participants of the Kern Day Reporting Program are referred by the Division of Adult Parole Operations. Reintegration into society begins with providing structure and consistency in an individual's programming, and facilitating transition into everyday life. DRC participants are assessed and placed into appropriate services based on individual needs. Groups offered to program participants include Anger Management, **Criminal Thinking**, Substance Use Disorder, Life skills, Family Relationships, Domestic Violence and Job Development. Referrals are made to ancillary services when applicable, through Turning Point's community based providers. Participants are required to attend groups and keep constant communication with their primary counselors and Parole Agents. Their participation and progress within outpatient services is monitored and reported to the Division of Adult Parole Operations (DAPO). Turning Point's partnership with DAPO ensures that all individuals are appropriately receiving the services most needed to assist with the client's sobriety and successful community integration.

### THIS YEAR

In the 2020-2021 fiscal year, the Kern Day Reporting Center served 242 total program participants. Within this reporting period, approximately 132 participants successfully completed their assigned groups. Sixty-three participants were housed through the DRC's outpatient, Re-entry, and Recovery Housing. A great deal of participants took advantage of this supportive housing and attended college through Project Rebound. The Kern DRC was able to assist 64 new participants in obtaining employment in the community. Informing and referring participants to employment opportunities helps integrate participants into the workforce. In this reporting period, 330 job referrals for job searches were given. One hundred and nineteen program participants were able to remain employed for over 90 days. Approximately 80 of our program population remained employed for over 150 days. These numbers reveal that through support, encouragement, and guidance, individuals are able to successfully integrate back into society.

### HOW WE ADAPTED

During the COVID-19 pandemic, DRC staff remained focused on Turning Point's mission to "Serve people in need." The hours of operation were changed for the entire fiscal year of July 2020 to June 2021. Daily in-person groups were completed through ZOOM (virtual learning). Hours of operation changed from 8am-8pm to 8am-5pm. Participants kept constant contact with their primary caseworkers and were able to complete some of their groups and Case Plan goals via telephone and through their homework packets. We minimized contact through virtual learning and by asking participants to return once monthly to sign their updated monthly program reviews. Participants were resilient and **adapted to virtual learning** effortlessly. Many participants self-reported that they enjoyed virtual learning because it allowed them to be in the comfort of their home and with their families. Participants who in the past faced difficulty attending groups due to transportation, informed their caseworkers that virtual learning allowed them to attend all groups with no absences.



## ADULT SERVICES



## WHO WE ARE

Stasis Center is a Permanent Supportive Housing program that targets chronically homeless individuals who are diagnosed with a severe mental illness from the ages of 18 and older. Most residents come through the Coordinated Entry System or MAPP. The remaining residents were referred through Fresno County, TPI programs or other outside agencies. Individuals will be referred to County services or FSP services if they are not already accessing services through Fresno County or another provider. The program is geared to assist adults to overcome barriers that hinder their ability to be self-sufficient and independent. More important **Stasis assists with supportive services** that help the individual reach personal goals such as; employment, education, socialization, budgeting and all life skills. Services include appropriate mental health referrals, service plans, one on one meetings with Resident Advisor, social activities, weekly home visits, medication monitoring, crisis intervention and all other referrals as needed. All service plans are used to assist all individuals in setting short and long term goals. Staff diligently works with outside resources to help individuals reach their set goals. This includes: County Case Managers, PCP's, Drug and Alcohol counselors or out/inpatient facilities and housing coordinators. Stasis location is centralized in Fresno to best meet client's needs. It is located a few miles from DBH and other clinics that are utilized. Stasis is also by numerous shopping locations to help clients have easy access to food and necessities.

## THIS YEAR

Stasis has had much progress through the year. For crisis and intervention hospitalizations out of 29 clients for the year, 3 of them had a crisis where hospitalization was needed, that is equal to 10.34%. Stasis has a medication monitoring system that helps the resident with reminders to take their medications as prescribed and at preferred times. Medication monitoring is one of the main life skills in assisting the clients to remain stable. Before COVID, Stasis activities helped with engagement and socialization amongst each other. Every client had participated in socials and activities, that's 100% participation. These activities help decrease isolation, improves self-esteem, and helps the clients build friendships and peer support, according to all the clients that have participated. Out of the 29 residents that were served, 23 of the residents stayed in the program and 6 leavers with 5 of those being a positive exit and 1 negative. Overall the average stay at Stasis is 1,544 days.

## HOW WE ADAPTED

Stasis has adapted to the COVID crisis in an appropriate manner. Upon hearing the news and guidelines Stasis immediately made signs, wrote up memos, and advised every resident what was happening and how they will need to keep safe until further notice. Stasis purchased PPE's for staff and residents, and even when there seemed to be nothing left; we were able to be diligent in looking and finding PPE's. We continuously encourage and educate all residents daily. Residents know that they can always come up to our office window and receive assistance. We have started some activities, but still require social distance. Clients were very excited to start some normalcy again. We allow residents to come in office for emergencies and or use the arts and crafts that Stasis provides to keep busy. Some residents have adapted well and have also kept themselves busy by growing a garden, plants or taking walks. We are very proud of all the clients and their due diligence in keeping safe.



ADULT  
SERVICES



## WHO WE ARE

The Turning Point Bridge Point Triage Program opened on February 15, 2015, in the former Transitional Living Center (TLC) house. Bridge Point is funded by Fresno City and is a participating member of the Fresno Madera Continuum of Care Coordinated Entry System (FMCoC), which provides coordinated homeless housing and services to those experiencing homelessness. Bridge Point is a low-barrier, 30-bed (dormitory style) triage shelter that offers a clean, safe and structured environment that allows adult guests to stay a maximum of 90 days. Bridge Point offers case management and daily living skills along with other **supportive services** to help maximize housing stability, prevent reoccurrence of homelessness and ultimately address barriers that hinder self-sufficiency.

## THIS YEAR

During the last year, Bridge Point served a total of 158 guests at the shelter and provided a total of 8,802 bed nights to individuals experiencing homelessness. Bridge Point successfully housed 31 individuals, with the majority of them moving into their own apartment units.

A client was referred to Bridge Point in February 2020, after living in a place not meant for human habitation dating back to 2016. He not only experienced chronic homelessness, but also suffered from a targeted disability. RM was a guest with Bridge Point for longer than the 90 day stay, due to the challenges brought forth by the COVID-19 pandemic. Bridge Point Case Worker and West Care Navigator were able to work together to obtain all necessary documentation and secure permanent support housing for him with limited physical contact, thanks to the help of virtual meetings and scanned document signing. This client **successfully left the Bridge Point shelter and moved into permanent supportive housing.**

## HOW WE ADAPTED

During the pandemic, the program had some challenges due to the dormitory nature of the program. Efforts to social distance were made by separating beds and reducing the number of intakes for a time. All residents were provided with personal protective equipment, and online options were utilized to facilitate meetings and appointments for residents seeking housing. Overall, there was minimal incidents of transmission and the program did not see a delay or pause in services.



## YOUTH SERVICES



## WHO WE ARE

Casa de Robles 2 (CDR2) and Casa De Robles 3 (CDR3); are both permanent supportive housing programs for disabled, chronically homeless individuals, sponsored by the U.S. Department of Housing and Urban Development (HUD). One of the programs CDR2 is collocated in one apartment complex of seven apartment units in Visalia, California. CDR3 is collocated in one apartment complex of eleven apartment units, in Porterville California. These units are utilized to house single chronically homeless adults that participate in services that foster success and transition to unsubsidized housing. CDR2 consists of 11 beds and CDR3 of 12 beds. In the past year, the Casa De Robles Programs served 29 clients. The services provided at both locations are: sponsored rent, transportation assistance, case management, life skills workshops, independent housing and linkages to other services.

## WHAT WE DO

The program partners with community-based organizations, public agencies, and learning institutions to develop the following Specialty Services in the targeted areas: (a) Life Skills, (b) Education, (c) Crisis intervention, (d) Socialization, (e) Case management services, (f) employment connection, (g) Referring residents to wrap around services.

## HOW WE ADAPTED

Covid-19 altered the way the program operates in various ways. In person case management meetings transitioned to video and phone conferencing, home visits became porch visits and resident safety became a heightened priority. The program worked diligently to implement appropriate precautions in terms of mask wearing, ensuring access to testing when necessary and overall attention to the residents' mental health needs during that time. The residents have weathered the storm well and managed to maintain housing, with some even maintaining their employment.



ADULT  
SERVICES



## WHO WE ARE

Family Villa is a Permanent Supportive Housing program which houses 26 families in a 2 or 3 bedroom fully furnished apartment, and is located in Fresno near California State University, Fresno. The program is funded by the U.S. Department of Housing and Urban Development and the County of Fresno. The program is designed to permanently house homeless families with at least one applicant or applicant's child experiencing a disabling condition and homelessness. Family Villa offers Case Management meetings, Life Skills Groups, Parenting Workshops, Employment/Educational Resources, service linkages, on site assistance with Social Security Income applications, no cost Birth Certificates/CA state ID's, crisis intervention, conflict resolution, transportation, and linkages and coordination with In Home Supportive Services and childcare. The goal of the program is to provide a safe and stable home environment and is designed to help foster stability, independence and to keep families from returning to homelessness.

## THIS YEAR

Family Villa has served a total of 26 families (33 adults and 71 children) from 7/1/2020 to 6/30/2021 and a total of 9,376 nights of shelter. Of the total 104 clients served, 8 clients left the program and 96 stayed in the program. Among those who stayed, the average length of stay was 977 days. 95 have been in our program for at least six months and 1 of our residents has been in our program for less than six months. Among the 8 clients who left, all 8 went to permanent destinations.

## HOW WE ADAPTED

Due to COVID-19, the daily Coffee Social hour and traditional indoor/outdoor holiday activities that the program provides for families throughout the year changed. Since social gatherings were not allowed, everything was still provided but was given to them in "to go" form. From Coffee and its fixings, individualized wrapped snacks, or activity/care packets for the children, families were shown that staff was here for them during the pandemic and they were not alone. On a monthly basis, the program kept in stock the COVID-19 basic essentials, masks, gloves, hand sanitizer, cleaning sprays/disinfectants and the hard to find paper products like paper towels and toilet paper. As needed, the program provides families health/hygiene kits that included all such products to help ease the anxiety of not being able to have these items at their disposable because they were either afraid to leave their units or these products were unavailable. To help ease depression or anxiety treat bags filled with goodies were given out to all residents to acknowledge every holiday that came up and to bring smiles during this difficult time.



# Falcon Court

4415 N. Clark, Apt. 1 Fresno, CA 93726

FAX: (559) 248-9445

PHONE: (559) 248-9445

ADULT  
SERVICES



## WHO WE ARE

Falcon Court is a 52 bed, 40 unit permanent supportive housing program for chronically homeless individuals and families. We are located at 4415 N. Clark and 3044 N. Fruit. Falcon Court operates under the "Housing First model", offering housing without preconditions such as sobriety, a minimum income threshold, or service participation. The goal of the Housing First Model is rapid placement and stabilization in permanent housing. This model allows us to accommodate those that might not otherwise be able to rent, while helping them to reestablish rental history. All referrals to Falcon Court come through the coordinated entry system established through the Fresno Madera Continuum of Care. Once a client is accepted they will move into a furnished apartment. Falcon Court offers weekly Case Management meetings, Life Skills Workshops, service linkage, quarterly on site medical care, on site assistance with Social Security Income applications, crisis intervention, conflict resolution, transportation, and linkages and coordination with In Home Supportive Services. In order to provide for minor medical needs that the clients may not seek out or follow up on, a mobile unit provided by California State University, Fresno comes on site on a quarterly basis to provide flu vaccinations, minor medical care for wounds, evaluation of medical needs and linkages to the appropriate medical resources.

## THIS YEAR

Falcon Court served 53 clients over the last year. Among those 44 stayed, the average length of stay was 1,097 days, giving us a 98% housing retention. Of these clients, nine exited the program. Among those who left, five obtained independent housing through other housing subsidy, three clients passed away, and one went to temporary housing.

## HOW WE ADAPTED

During COVID-19 Falcon Court continued to operate. We made all the necessary adjustments followed all COVID-19 mandates. No clients have tested positive over the past year and a half.





ADULT  
SERVICES



## WHO WE ARE

The program provides housing, sustenance, support services, programming, 24/7 supervision, and access to reentry services for AB109 Monterey County Probationers. Services are provided at the Salinas Residential Reentry Center located at 116 E. San Luis St, Salinas, CA and delivered through a 3-tiered service delivery level system. Clients access services through referrals by Monterey County Probation Officers only.

## THIS YEAR

In order for the facility to maintain its population, the staff of Turning Point took an educational approach by identifying the proper information of COVID-19 and sharing daily with clients. Clients became more involved and made their efforts to prevent the facility, fellow clients and staff from exposure of the virus, which was evidenced by the aggressive approach of sanitation conducted by all. During the pandemic, one client contracted the virus away from the facility and successfully regained his health in facility care.

## HOW WE ADAPTED

During COVID-19, a potential client had doubts of entering the facility; but five months later she did. She began her program on 09/28/20 and completed on 03/19/21. Prior to her admission, she had participated in an inpatient substance abuse program, which delayed her graduation due to COVID-19 and Shelter-In-Place orders. She communicated with the facility in hopes of entering and being able to advance into employment goals as well as establish her own housing. Once she entered the facility, she enrolled in the Daily Reporting Center and joined local substance abuse prevention meetings via Zoom. Eventually, she was able to enter the community due to restrictions being lifted. She requested a referral from the Monterey County Kick Start Program, which placed her in a fulltime position with Goodwill Services. After a few months of applying, she was chosen to be promoted to a supervisory position where she manages a small crew. Upon her departure from the facility, she was successful in establishing her single bedroom apartment and a savings of \$1,350 in facility account.



## ADULT SERVICES



## WHO WE ARE

Belgravia Center is located at 2369 S. G Street, Fresno, CA 93721. The residential program is a 75 bed co-ed transitional housing program that serves the needs of parolees and probationers who are homeless and in need of a temporary housing and/or sober living environment. The residents served at Belgravia Center are placements received through direct referral from the California Department of Corrections & Rehabilitation, Fresno County AB109 Probation, Fresno Co. Department of Behavioral Health, and WestCare of California. We encourage out-patient services through local providers such as First Street Center, local 12 Step and faith based resources. In-program services include job development and transitional skills journaling.

## THIS YEAR

The Belgravia Center served over 230 clients during the Fiscal Year 2020 / 2021. Of this number, over 60 percent of our clients successfully exited our program. Within our client population homelessness is the highest demographic. The next focused percentage are clients dealing with substance abuse issues. More often are a combination of substance abuse and mental health struggle. Mental health services are offered to nearly half our population. A small percentage of clients, are under a new designation know as Fresno Diversion. This sub-group of clients are selected from an incarcerated group of clients, granted early release based on their participation with out-patient services. Client success, or progress can be a relative concept. Based on this observation and experience, sometimes clients require more than a single attempt before change is noticed or realized.

## HOW WE ADAPTED

With the reality of living with the COVID 19 pandemic, our Belgravia Center never closed doors to our vendors and target client population. The program staff maintained services within our 24 / 7 open business operations format. With the implementation of CDC adopted safety protocols, our staff used the resources available to us, such as masks and social distancing and Rapid COVID 19 - antibody testing. This also included providing clients and staff, with mobile COVID 19 testing and vaccinations. Through this pandemic, several clients were still able to secure employment and establish significant savings funds for eventual release expenses. In spite of the obstacles faced by the homeless population, many of our clients were able to move towards a more stable living situation and benefit from healthy living and better confidence gained from a structured home environment.



ADULT  
SERVICES



## WHO WE ARE

Serenity Village is a permanent supportive housing program for homeless individuals, sponsored by the U.S. Department of Housing and Urban Development. Seven apartment units in Oakhurst, California are utilized to house single chronically homeless adults that participate in services that foster success and transition to unsubsidized housing. The following services are available at Serenity Village: sponsored rent, transportation assistance, case management, life skills workshops, independent housing and linkages to other services.

## THIS YEAR

During the past year Serenity Village served 7 individuals and provided a total of 2555 bed nights. Serenity Village also provided much needed transportation to all residents who needed to go to appointments or shopping.

## HOW WE ADAPTED

During the pandemic, Serenity Village was able to maintain all services and, being in a low transmission area, the residents remained healthy and able to meet their needs with the assistance of case management staff. Transportation was provided for vaccinations, as requested, and residents were able to social distance and provided with personal protective equipment.





## ADULT SERVICES



## WHO WE ARE

The Welcome Center is a 30 bed dormitory style triage shelter serving individuals who are experiencing homelessness. The Welcome Center is a low barrier shelter defined as there are no specific requirements in regard to income, sobriety, or mental health treatment/compliance. Partners and pets are welcome and a storage area is set aside for a predetermined amount of personal belongings. The Welcome Center provides shelter, three daily meals, hygiene supplies, case management, and services that are housing focused. The Welcome Center also serves as an access site. The access site service practices entering individuals into the Coordinated Entry System and also provides a single point of entry to help identify the needs of each individual or family, access to services, and links individuals to services relating to their immediate needs.

## THIS YEAR

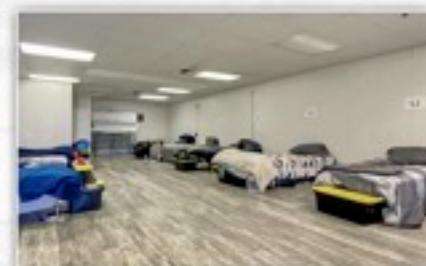
Within the last year The Welcome Center has provided shelter to 161 individuals With 39 individuals successfully housed. A couple clients went through the intake process and were assigned a case manager at TWC. This couple was assisted with the documentation needed and began working with their case manager to utilize all housing resources brought to them. While staying at TWC the couple were able to have the needed medical supplies for the client delivered to her, she was able to maintain the diet needed for her condition due to being in a stable environment, and within less than 90 days, due to their hard work and the resources provided **them** they were able to exit TWC into permanent subsidized housing.

## HOW WE ADAPTED

As the Covid - 19 pandemic began, The Welcome Center started risk mitigating immediately providing all staff and guests with personal protective equipment, adding spaces for social distancing, and adjusting the way meals are served to prevent possible transmission. Plexi glass screens were added to all staff desks to keep both client and staff safe and healthy. Temperatures are taken of clients twice daily in addition to each time they re-enter the campus. Fresno County provided portable sinks, as well as portable hand sanitizing stations and those items were placed strategically throughout The Welcome Center campus to encourage hand washing and sanitizing as a preventative measure for the spread of Covid. Plexi glass screens were installed on the tables that are in place on the patio of TWC as well as in the cafeteria tables so clients are able to eat without a mask. A plexiglass barrier was also added to the serving window in the cafeteria. A policy and procedure was put into action where each individual sanitized the area after they ate a meal. These precautions and more were put into place at that time and are still adhered to maintain the health and safety of all of those who come into TWC. There was no interruption in services, and minimal transmission occurred.



ADULT  
SERVICES



## WHO WE ARE

The Porterville Welcome Center (PWC) is a 20-bed triage facility in Porterville for chronically homeless individuals and is a Navigation Center. PWC is designed to assist the chronically homeless in Porterville and Tulare County, many of whom suffer from mental health and some have a dual diagnosis. PWC operates a Housing First Model program, a National best practice that focuses on bringing people experiencing homeless indoors quickly and wrapping services around them, once they are sheltered or housed. PWC guests work with a housing Navigator along with onsite case manager in getting them document ready for housing. PWC has two dormitory modules with 10 beds in each one. PWC offers a clean, safe structured environment where guests are able to connect with other partner agencies to receive resources and services in an effort to achieve permanent housing. PWC offers daily meals to chronically homeless, case management, hygiene kits, clothing, DMV identification vouchers, showers and a laundry room. PWC collaborates with a local church where haircuts are being provided to chronically homeless once a month. Every other Wednesday, the program hosts a LINC event where partner agencies come onsite to assist with services such as mental health, substance abuse services, medical, food stamps, General assistance, social security application process, notary services, and bike repairs. **The main goal of the program is to assist guests to transition from homeless to a stable home environment by addressing that hinder self-sufficiency.**

## THIS YEAR

Since open date of November 15 2021, we have served 1,613 unduplicated homeless individuals. In the past year, we have sheltered 70 guests, and permanently housed 2 households. The program has built rapport with many individuals that come in for meals or case management services. One woman who was a daily contact made and one the staff took the time to help dye her hair and learn to do makeup finally accepted shelter in recent months and is thriving in the program.

## HOW WE ADAPTED

As Covid-19 has created many challenges for everyone worldwide, shelters also faces several challenges. All guests, referred to telehealth access to our local clinics. Pharmacies, agreed to deliver medication to guests. Staff has provided recreational activities to encourage sheltering in place and implemented all recommendations of the Center for Disease Control, including wearing masks, providing access to testing when necessary. The office, eating area, break room, serving table, laundry facility, have all been set for social distancing, and sanitizing. Work areas for staff and staff restroom are sanitize hourly.



ADULT  
SERVICES



WHO WE ARE

Golden State Triage Center is a 48-room motel-style triage facility for homeless individuals. GSTC is a low barrier shelter, meaning that there are no requirements with regard to income, sobriety, or compliance with mental health treatment. Partners and pets are welcome and storage space is available for their personal belongings. Golden State Triage Center provides food, shelter, hygiene supplies, case management, diversion services and life skills training. All services are housing focused. In January 2021, Golden State Triage Center moved locations and in doing so, increased capacity to serve more individuals and households experiencing homelessness. GSTC went from a maximum of 37 beds to being able to serve 48 households.

THIS YEAR

In the last year, the program has provided triage services to 219 guests and provided a total of 13,960 bed nights. Out of those served at the facility, a total of 61 had a positive exit from the program. A client entered Golden State Triage Center after hearing about it from others that were staying on the streets around him. He had been on the streets for about 15 years, and primarily stayed in the area surrounding GSTC on S. Golden State Blvd. He suffered from depression and other severe mental health problems, but he hadn't kept up with services because he did not have a phone or reliable place to sleep. This client also had regular substance use, but didn't feel like it was an issue that he needed to stop. He could manage his use and still be productive. Over time, he worked with his Case Manager to obtain his ID, birth certificate, social security card, along with getting documentation of his homelessness and verification of his disability. With all of these documents, this client was able to get matched to a Permanent Supportive Housing voucher program.

HOW WE ADAPTED

The pandemic presented its challenges for the program. Prior to the move, social distancing was a challenge and caused the program to reduce the number of occupants it could accommodate to meet social distancing requirements. A curfew was implemented during the shelter in place orders and all guests were provided with personal protective equipment. Once the program relocated, it became easier to accommodate more guests as each household occupies their own room. All services remained in place during the pandemic and there was no pause or delay in services.



ADULT  
SERVICES



## WHO WE ARE

Turning Point Payee Services Programs serve individuals in Fresno County who are unable to administer their own Social Security, veterans benefit, or private funds in Fresno County. The majorities of our clients have a moderate to severe mental health diagnosis and have difficulty managing their money. The Payee Services Program serves a population that has need for money management services and without our help, could very easily become homeless and destitute. The program has beneficial linkages and the staff have good knowledge of the available resources in the local community that can aid the clientele for self-sufficient living. Many payee clients have benefited from the services provided by the program, which has facilitated some stable residency.

## THIS YEAR

This past year we administered over \$3,488,907.41 in varied types of benefits, with average deposits being \$ 9,968.30 servicing 350 clients.

**CLIENTS SERVED:**  
350

**BENEFITS ADMINISTERED**  
\$3,488,907.41

**AVERAGE DEPOSIT**  
\$9,968.30

## HOW WE ADAPTED

Payee Services has many long term clients who have relied on Payee to make monthly budgets for them so that all their bills are paid and all their daily personal needs are met, which allows them to live independently. Payee Services adapted to the COVID virus in the past year by mailing more checks out to clients, and having less walk-in traffic.



EMERGENCY  
SHELTER



## WHO WE ARE

Step Up on 99 is a transitional housing project for families with children. The property has 32 single units and 32 double units. Each unit comes with a mini refrigerator and a microwave, along with bedding and a few other amenities. The program is low barrier housing and has no requirements with regard to income, sobriety, or compliance with mental health treatment. Step Up on 99 provides food, shelter, hygiene supplies, case management, diversion services and life skills training. All services are housing focused.

## THIS YEAR

Since opening in February 1, 2021 the program has provided housing for 246 guests and countless fur babies. In that short span of time, 12 families have had positive exits from the program.

## HOW WE ADAPTED

Despite the pandemic, the program has managed to create opportunity for the residents and their children while still following all safety protocols and provisions for personal protective equipment. All activities were held outdoors and social distancing guidelines were followed. Staff have worked closely with the city and various organizations to provide resources for parents and donations and fun activities for the children. The program has had several cookouts for the clients since opening and some of the donations given out were Easter baskets and eggs, backpacks, books, basketball hoops and balls, as well as personal PPE bags. Staff orchestrated many of the kids getting to participate in a few days away at Camp Fresno and a day trip to the zoo. They also managed to put on a resource fair for the clients and have partnered a local student salon to come out and give haircuts to our clients every other month.



EMERGENCY  
SHELTER



## WHO WE ARE

Tagus Garden, formally known as the 99 Palms Inn, has fifty-six rooms. It is located off highway 99 in Tulare, California. Tagus Garden is currently operating as an emergency shelter for people experiencing homelessness. It targets individuals and families who are chronically homeless or disabled. Tagus has many partners who come on site and provide many resources and referrals such as the County and the Kings Tulare Homeless Alliance. The Homeless Alliance refers clients to Tagus and works with Tagus Case Managers to find housing for their clients. The County provides assistance with Welfare Services such as General Assistance and food Stamps. There are also Drug and alcohol counselors that come on site to meet with clients as needed.

## THIS YEAR

Tagus Garden has provided services to a total of fifty-three clients since it opened in August 11, 2020. Turning Point started providing services as of January 1, 2021 and has successfully housed one client into permanent supportive housing. Tagus Garden has helped forty-seven percent of their current clients receive housing vouchers, and has another forty percent pending to receive their vouchers.

## HOW WE ADAPTED

Originally, Tagus Garden opened in August of 2020 as a non-congregate emergency shelter under Project Room key, targeting individuals who had severe medical conditions and were highest as risk for covid-19. Tagus Garden also took in covid-19 positive individuals and allow them to self-isolate and quarantine. The pandemic has had a huge effect on the housing market, which has made it harder to house individuals with vouchers. However, staff at Tagus Garden continues to help clients search for housing on a daily basis.



EMERGENCY  
SHELTER



## WHO WE ARE

Journey Home is a 76 Room facility on North Parkway Drive for individuals experiencing homelessness. Low barrier housing has no requirements concerning income, sobriety, or compliance with mental health treatment. Partners and pets are welcome and storage space is available for their personal belongings. Journey Home provides food, shelter, hygiene supplies, case management, connection to diversion services, mental health services, alcohol and drug treatment services, and life skills training. All services are housing-focused.

## THIS YEAR

Since opening in February of 2021 the program has provided services to 136 guests and provided a total of 5446 bed nights. Out of those served at the facility a total of 11 had a positive exit from the program.

PR. A Journey Home Client spent more than 35 years in prison, when he got released, he didn't have a place to stay. He went to a motel and stayed there for two weeks but he didn't feel safe there, so he left. Eventually, he got connected with Turning Point First Street Center and also got connected with MAP Point at the POV. The client was referred to Journey home on March 2021. PR stated that he felt safe at Journey Home which made it easier to focus on moving forward. He started working with his Journey Home and First Street case manager on gathering documents. They all worked together to achieve **permanent housing. Although, PR was happy and safe at Journey Home he knew that getting his own place was the ultimate goal.** It didn't take long before he was accepted at an apartment complex for seniors. The accommodations provided for him are the best fit for his needs. On August 03, PR was happy to share with staff that he received the keys to his apartment. PR was thankful for the support and service that he received at Journey Home. PR moved to his permanent supportive housing on August 04/2021.

## HOW WE ADAPTED

The pandemic has created some challenges for all emergency shelters in that they can create a risk of transmission. Social distancing was easily accommodated since all households have their own room. During the pandemic, all services have remained in place without interruption.



EMERGENCY  
SHELTER



## WHO WE ARE

Sun Lodge is a 97 Room facility on North Parkway Drive for individuals experiencing homelessness. Low barrier housing has no requirements with regard to income, sobriety or compliance with mental health treatment. Partners and pets are welcome and storage space is available for their personal belongings. Sun Lodge provides food, shelter, hygiene supplies, case management, connection to diversion services, mental health services, Alcohol and drug treatment services and life skills training. All services are housing focused.

## THIS YEAR

Since opening in February of 2021 the program has provided services to 187 guests and provided a total of 25,083 bed nights. Out of those served at the facility a total of 11 had a positive exit from the program. The G family entered Sun Lodge on February 1st, 2021. The son suffered the devastating loss of his wife who committed suicide. He took care of his elderly parents, particularly his father who is blind. They had struggled for years without a home, bouncing from one motel to another until the hotel they were staying in was sold and they were left unsheltered until arriving at Sun Lodge. Staff helped the G family get their IDs, birth certificates, and Social Security cards, and linked them with mental health services through DBH and getting Food Stamps. Sun Lodge Case Managers also helped them complete needed documentation to verify disability, income, and homelessness. With all these documents, they were matched through the coordinated entry process to TPOCC Falcon Court Permanent Supportive Housing Project. The G Family moved into their apartment in June of 2021.

## HOW WE ADAPTED

During the pandemic, Sun Lodge has been able to maintain social distancing with each household occupying their own room. All guests and staff have utilized appropriate personal protective equipment and all services remain uninterrupted.



# UNIQUE CLIENTS SERVED

## 2020-2021



Program Name	FY 20-21
Childrens Mental Health	3,400
Mental Health Services Act	1,194
Adult Mental Health	5,418
Employment Services	255
Community Corrections Treatment	454
Developmentally Disabled	30
O.P. Drug & Alcohol	847
Resid. Drug & Alcohol	341
Housing Programs	1,479
Ancillary Services	350
	<b>13,768</b>





**TP TURNING POINT**  
OF CENTRAL CALIFORNIA, INC.