We are CHS

COMMUNITY REPORT
2019-2020
WE ARE RESILIENT

It is my pleasure to share our 2019-2020 Community Report with you. It feels like the entire year was swallowed up by COVID-19! Like many other essential service providers, we experienced major challenges as we moved 200+ employees to remote work and created virtual platforms for counseling sessions, support groups, staff meetings and trainings.

Our core values of innovation, partnerships and responsiveness guided us as we provided emergency aid to families, counseled and supported hundreds of school-aged children and youth, and provided virtual sessions for those struggling with mental health and substance use.

While our sites physically closed, we did not stop serving the community. In fact, the need for services increased as people struggled with mental health, substance use, job loss, remote learning, and general uncertainty. You can read about how we met these needs and innovated our services in this report. I want to thank our amazing staff who led with compassion and resilience through these challenging times.

Before the pandemic, we were gearing up to start construction on a new Youth Navigation Center in response to the needs of homeless youth and young adults in the community. A public launch of a Capital Campaign was set for mid-to-late Spring and we looked forward to opening the doors in the beginning of 2021. These plans are still underway, albeit a little slower, and we will be sharing details with you soon.

Through all of this we have been celebrating the agency’s 50th anniversary. This is a huge milestone for CHS and I am grateful to have been a part of it. We are here today because of the support of this community. Please know that our results are your results and together, we strengthen our community.
Together, we strengthen our community.
Center for Human Services (CHS) is a local nonprofit that supports youth and families in Stanislaus County by providing access to prevention, education, counseling and shelter programs.

Our mission is to change lives and build futures through programs that strengthen and support youth and families.

We help meet the basic human needs of people in our community every day. We began in 1970 as Head Rest, a drop in center for youth struggling with drug abuse, with a single paid staff member and a handful of volunteers. Today we’ve grown into an agency with over 250 employees serving every community in Stanislaus County.

At Center for Human Services, we provide effective, equitable, understandable, and respectful quality of care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs. Here is a sample of how we do this.

**Ethnicity of Employees**

- Caucasian: 34%
- Hispanic/Latino: 57%
- African American: 3%
- Pacific Islander: 3%
- Multi Ethnic: 3%

**Ethnicity of Clients Served**

**Mental Health Services Clients**

- Caucasian: 26%
- Hispanic/Latino: 61%
- African American: 8%
- Pacific Islander: 2%
- Multi Ethnic: 2%

**Student Assistance Program**

- Caucasian: 27%
- Hispanic/Latino: 54%
- African American: 5%
- Pacific Islander: 3%
- Multi Ethnic: 8%

**Substance Abuse Treatment Clients**

- Caucasian: 49%
- Pacific Islander: 31%
- Hispanic/Latino: 7%
- African American: 4%
- Multi Ethnic: 3%

* Includes other ethnicities not specified or unknown/undeclared.
OUR APPROACH

We believe positive growth occurs when people choose to utilize their personal strengths to develop new skills, cope more effectively and build better relationships.

How We Work:

We view individuals and families in terms of their strengths, not their deficits.

We provide a caring environment where people are accepted and treated with compassion and respect.

We connect people to their natural systems of support.

What We Believe:

People need a safe environment and the capacity to protect and support their families.

Relationships create the foundation for well-being and people are healthiest when they have positive connections with others.

Healthy communities create opportunities for people to connect with one another, access natural systems of support and act together to improve their lives.
We **change lives, build futures, and help families** through quality programs and services for youth and families in Stanislaus County. Each year we serve nearly 20,000 children, individuals and families through several core program areas.

### Changing Lives

**Mental Health Services**
- **Community Counseling** - no or low cost counseling services
- **Support Groups** - depression and anger management support groups
- **Parent Mentor Program** - support services for parents
- **LMFT & LCSW Training Site** - in association with local universities

**Substance Use Treatment**
- **Substance Use Treatment** - teen and adult alcohol and drug abuse treatment
- **First Step** - outpatient treatment for pregnant and parenting women with children 5 years of age and younger (A partnership with Sierra Vista Child & Family Services)

### Building Futures

**Shelter Services**
- **Hutton House** - temporary housing and support for 13-17-year-old youth in crisis and their families
- **Pathways** - transitional housing, life skills and employment support for 18-24-year-olds experiencing homelessness
- **Outreach** - connecting youth and young adults ages 13-24 who are homeless to supportive services

**Youth & School-Based Services**
- **Alcohol and Other Drugs** - prevention, intervention & education programs
- **Counseling Services** - youth, individual and family sessions
- **Student Assistance Program** - education, prevention and intervention for students K-12

**Workforce Development**
Helping individuals who receive public assistance to obtain or prepare for employment (A partnership with Stanislaus County Workforce Development and Community Services Agency)

### Helping Families

**Family Resource Centers**
- “One-stop shops” providing services and support to families
  - **Ceres Partnership**
  - **Oakdale Family Resource and Counseling Center**
  - **Patterson Family Resource Center**
  - **Newman Family Resource Center**

**Youth & School-Based Services**
- **Family Support Program** - helping families build skills and connecting parents to community resources

**Parent Cafés**
Structured discussions at schools and Family Resource Centers where parents and caregivers talk about the challenges and victories of raising a family to learn ways to strengthen their own

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**Call** (209) 526-1476  
**Visit** centerforhumanservices.org
Our Locations

CHS Main Office and Community Counseling Clinic
Main Office - (209) 526-1476
Clinic - (209) 526-1440

First Step Perinatal Substance Abuse Program
(209) 527-3270

Hutton House (Teens & Families) and Pathways (Young Adult) Housing Services
Hutton House - (209) 526-1623
Pathways - (209) 526-3809

Family Resource Centers in Ceres, Newman, Patterson and Oakdale
Ceres - (209) 541-0101
Newman - (209) 862-0295
Patterson - (209) 690-3100
Oakdale - (209) 847-0420

Youth Services & Mental Health Programs at School Sites
Youth Services - (209) 526-1476
Mental Health - (209) 526-1440

We are proud to have over 250 employees working across Stanislaus County. Person by person, CHS staff are working to strengthen individuals and families.
From its inception, Center for Human Services (CHS) has always had the same mission: change lives and build better futures. Today, we are a robust organization with over 250 employees, but that didn’t happen overnight. A former volunteer, Dawn Cunningham, remembers the early stages of development when CHS began in 1970 as a shelter called Head Rest.

“It was a loosely put together band of people from all walks of life who wanted to make a difference in some way,” she describes. The early volunteers were different in every respect; yet, this scrappy group of people came together through their shared desire to help the community. Head Rest began as a resource to people experiencing drug addictions, and as the funding for the program increased, they expanded their services.

Next, the growth of CHS skyrocketed as a youth shelter program called Hutton House began to take shape. “The vision was that every child should have a safe place to sleep,” says Valerie Thompson, who has been Hutton House’s Program Manager for over 30 years.

Board members such as John Mensonides have also contributed to event planning, budgeting, and overall development of the organization.

Throughout his tenure during the 1990s, he witnessed and contributed to the development of Edible Extravaganza, the Community Counseling program, and Friday Night Live. “It’s such a significant accomplishment thinking about how many lives have been touched and how many families have been touched,” he says.

For current Student Assistance Program employee Shauna Kavanaugh, interacting with kids on a daily basis and supporting their needs has been fulfilling. One of Shawna’s most memorable students was a young girl experiencing selective mutism. “It can be discouraging when they’re not speaking,” she said, “and I think it was towards the end of our session that she actually gave me a hug.” That small gesture let Shawna know that even though the girl was not ready to speak, she was starting to open up.

Reflecting on their experiences at CHS over the years, these current and former volunteers, staff and board members voiced their gratitude for the opportunity to contribute to the organization’s growth. Looking back on our success and forward to our future, John summarized, “I see no reason why Center for Human Services couldn’t start planning now for their hundredth year and just keep doing what we do.”

Visit centerforhumanservices.org/anniversary
Rising To the Challenge

The onset of the COVID-19 pandemic led businesses in Stanislaus County and beyond to tap into their creativity and find unique ways to serve the public safely. Transitioning CHS services into a virtual format was one of the challenges the agency faced, and our Family Resource Centers were proactive in continuing to serve clients to the best of their ability.

From the start, the Oakdale Family Resource and Counseling Center (FRC) used Facebook Live and posted other videos to do some of their classes and activities. They did a live activity every Friday that corresponded with a weekly activity packet they put together for families. In addition, the FRC’s would broadcast story time and craft videos to keep children and families participating throughout the week.

“It was important to quickly find a way to meet the needs of the community,” said Tamberly Stone, FRC Program Manager. “We knew that if we felt nervous about COVID, so did our families.” They have continued to connect in a variety of ways on a regular basis.

Getting clients set up for a virtual format sometimes came with challenges. In the case of one family, the FRC staff had to visit the client and help them to get set up on Zoom from outside their front door. This is just one way the staff go above and beyond to ensure their clients are taken care of, especially during a pandemic.
“People have felt supported during a very uneasy time because we have been present,” Tamberly says.

Other FRCs set up weekly Zoom meetings to conduct classes with families to ensure services were still being provided.

Mental health was more important than ever, so it was imperative we got our mental health programs up and running virtually as quickly as possible. The transition was rough at times, with long meetings about strategy and procedures that would then need to be changed as new information became available. “We embraced our Leadership Framework,” says Behavioral Health Program Manager Steve Collins, referring to CHS’ framework that guides how we lead and how we respond to situations.

“It took constant diligence.” Steve says. We faced some challenges with equipment shortage and Wi-Fi access, but with a little innovation, everyone was able to get a remote work setup.

The Behavioral Health Department worked with the county to relax some of the strict rules around face-to-face requirements with insurance billing, which previously required a client to be seen in person. This allowed all mental health and substance use counseling to be moved to phone, and then later to Zoom.

While there were many difficulties and lots of long hours trying to figure out how best to serve clients in this new environment, there were many positives that came out of this process. “Our clinicians got creative and took trainings on how to use different techniques for conducting sessions through Telehealth,” says Steve. The leadership staff was in constant communication with clinicians to ensure they had everything they needed from technology to confidential work spaces to resources for maintaining their own mental health.

Additionally, moving to video-based appointments caused an increase in appointment shows for adult clients in both mental health and substance use disorder sessions which allowed for consistency in continuing recovery.

“We found a way and we will continue to do so, it’s what we do,” said Steve.
Our staff were continuously there for the families and communities they serve, so it was incredibly important that they felt supported, too. At a time when people were stuck in their homes, away from their coworkers and normal work sites, connection was more important than ever.

CHS started “Drawing With David” which was a weekly Zoom session for 30 minutes where employees could join, even with their children, and learn to draw a Disney character led by David Collins, Program Manager for Youth Services at the time.

CHS also fostered connection and stressed the importance of self-care through an employee Facebook group, an agency chat channel in Microsoft Teams, Fun Fridays with themed attire, a Culture Club to talk about diversity and Sip n’ Chats where employees would gather on Zoom with their morning coffee and chat.

It was important to take care of our employees while they were taking care of their clients. This intentionality in connecting helped employees feel like they were not alone. They could talk to their peers about struggles with remote work, their feelings around the pandemic, what it was like parenting during that time, and anything else they had going on.

“I felt very supported and it was clear that employee wellness was above all else. I knew my family would be okay,” said Gladys Porter, Family Advocate at Oakdale FRC.

Throughout the pandemic, CHS employees have risen to the challenge to support the mental health and well-being of both their clients and each other. In spite of the circumstances, CHS has done its best to continue to find creative solutions that allow staff to provide the best service possible.

As Tamblerly summarized, “CHS is going to do the best we can because we’re so innovative. We’re not just going to stop because of a pandemic. The community knows we are here for them.”

To learn more visit: centerforhumanservices.org/covid19
**STRENGTH IN NUMBERS**

In our 2019-2020 fiscal year, we served **over 15,000** children, individuals and families in Stanislaus County.

- **1,539 PEOPLE FOR MENTAL HEALTH COUNSELING**
  - 766 in community counseling and 773 in school-based programs.

- **540 ADULTS AND TEENAGERS SEEKING SUBSTANCE USE RECOVERY**
  - Through our substance use disorder treatment programs with group and individual sessions.

- **8,332 STUDENTS THROUGH YOUTH SERVICES**
  - In our Student Assistance Program, School Intervention Centers and other school-based programs at schools throughout Stanislaus County.

- **3,874 PEOPLE AT OUR FAMILY RESOURCE CENTERS**
  - In Ceres, Oakdale, Newman and Patterson and 89% reported they have become better parents.

- **523 PEOPLE REACHED THROUGH PROMOTORAS PROGRAMS**
  - Promoted mental health in Newman, Grayson, Ceres and Modesto’s Airport neighborhood where it has a higher stigma.

- **89 HOMELESS YOUTH AND YOUNG ADULTS**
  - Our Outreach Team offered on-the-spot assistance and 30 of these interactions led to positive, more stable living situations.

- **33 YOUNG ADULTS AT PATHWAYS**
  - 10 of the residents enrolled in a form of continuing education, whether GED, college or vocational schools.

- **99 TEENS AT HUTTON HOUSE**
  - 89% said they would refer a friend and 70% reported that Hutton House taught them skills needed when conflict happens at home.
Financials
Fiscal Year July 1, 2019-June 30, 2020

Agency Expenditures

Assets

Current Assets
- Cash & Investments, unrestricted: FY 2020 $1,380,511, FY 2019 $829,550
- Cash & Investments, restricted: FY 2020 $554,906, FY 2019 $621,367
- Accounts Receivable: FY 2020 $1,415,118, FY 2019 $1,664,989
- Promises to Give, discounted: FY 2020 $245,107, FY 2019 $14,987
- Prepaid Expenses: FY 2020 $114,865, FY 2019 $74,723
- Property and Equipment, net: FY 2020 $4,927,098, FY 2019 $2,887,208
  - Total Assets: FY 2020 $8,637,605, FY 2019 $6,092,824

Liabilities & Net Assets

Current Liabilities
- Deferred Revenue: FY 2020 $87,621, FY 2019 $136,689
  - Total Liabilities: FY 2020 $3,462,759, FY 2019 $2,726,664

Net Assets
- Total Liabilities and Net Assets: FY 2020 $8,637,605, FY 2019 $6,092,824

Revenue
- Program Fees: FY 2020 $451,589, FY 2019 $296,257
- Fundraising and Contributions: FY 2020 $747,503, FY 2019 $442,953
- Other Income: FY 2020 $201,929, FY 2019 $181,863
  - Total Revenue: FY 2020 $15,723,287, FY 2019 $13,079,650

Expenses
- Hutton House (5%): FY 2020 $628,533, FY 2019 $703,541
- Pathways (3%): FY 2020 $479,194, FY 2019 $329,466
- Navigation Center (1%): FY 2020 $115,416, FY 2019 -
- Family Resource Centers (14%): FY 2020 $1,979,180, FY 2019 $2,060,580
- Youth Services (1%): FY 2020 $59,095, FY 2019 $59,613
- Student Assistance Program (28%): FY 2020 $3,928,908, FY 2019 $3,779,249
- Community Counseling (43%): FY 2020 $6,015,377, FY 2019 $5,228,407
- First Step (2%): FY 2020 $276,367, FY 2019 $257,519
- Community Capacity Building (1%): FY 2020 $122,511, FY 2019 $143,908
  - Total Expenses: FY 2020 $13,914,601, FY 2019 $12,860,645

Change in net assets
- FY 2020: $1,808,686
- FY 2019: $219,005

Net assets, end of year
- FY 2020: $5,174,846
- FY 2019: $3,366,160
Center for Human Services is a tax-exempt 501(c)(3) organization that provides quality prevention, education, counseling and shelter services for youth and families. We are thankful for the many ways our community supports our work. Here are some different ways you can support CHS:

**TIME**

Become a volunteer in one of our many programs by lending a helping hand to our staff, sitting on a fundraising committee or inquire about our active Board of Directors.

**TALENT**

Offer to share one of your talents and create teachable moments with the people we serve and our employees. You could help teach a class, provide general maintenance and repairs at our facilities and more.

**TREASURE**

Provide monetary support by giving through the Annual Campaign, sponsoring or attending a special event like Edible Extravaganza, donating in-kind goods or supplies or by making a planned gift.

**More ways to give**

- Planned Giving
- Employer Matching Gifts
- Stock Gifts
- Creating Your Own Fundraiser

**GET IN TOUCH:**

For more information, please contact our Development Department at (209) 526-1476 or chsdev@centerforhumanservices.org.

**Donate Online**

Make a secure donation online with a one-time, monthly, or annual campaign gift:

[centerforhumanservices.org/donate](centerforhumanservices.org/donate)

**Make a Gift by Mail**

Checks, made out to Center for Human Services, can be mailed to:

Center for Human Services
2000 W. Briggsmore Ave., Ste. 1
Modesto, CA 95350
We honor the recent passing of Amos Reyes, a long-time CHS employee and the longest-serving Student Assistance Specialist in our agency’s history.

Amos was a father figure, mentor and friend to all who knew him. He dedicated his career to helping others, especially young people, to live their best lives. He will be deeply missed by coworkers, his students, friends and family alike.

Amos worked in Youth Services for more than twenty years before he retired in 2018 and he was the 3rd recipient of our Maria Magdaleno Service Award in 2013. During his time at CHS, Amos worked with about a thousand students in individual sessions and nearly 70,000 students through classroom presentations throughout Turlock at elementary schools and the junior high.

Amos’ first career was as a police officer for the Turlock and Firebaugh Police Departments for more than 22 years before transitioning to his work at CHS.

To Amos, his work with youth was more than a job, he described it as his calling. In his own words, “You forge relationships with these students. They come up and hug me; they’re happy to see me. It’s almost like being a parent, or uncle or grandfather. It’s more than mentoring. It has to come from within. You have to have an insatiable desire to help children.”

Thank you, Amos, for your dedication to Center for Human Services and to the thousands of children you impacted.

Father figure, mentor and friend

“It’s more than mentoring. It has to come from within. You have to have an insatiable desire to help children.”

— Amos
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Until the Last Drop

Feature-length documentary exploring the past, present and uncertain future of the San Joaquin Valley’s rivers, fish and water supplies.

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