



**FSA**  
Family Service Agency  
of San Francisco

*Lives Transformed*



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## SPOTLIGHT: Dr. Robin Ortiz

### Felton Business Development Director



Dr. Robin Ortiz

Dr. Robin Ortiz has an engaging laugh and eyes that sparkle when she speaks about issues that are close to her heart or shares sweet stories about her family and friends. A native New Yorker with a forthright and gregarious personality, Robin is the firstborn of three and her parents' only daughter.

Her parents and grandparents stressed the importance of hard work for achieving one's goals, and young Robin took that life lesson to heart. Her grandmother, a trailblazer who graduated from New York University in the 1930s, taught her that women could truly accomplish anything. Her example left a guiding

imprint as Robin chose her career.

"I was probably destined to be a psychologist from an early age, but I didn't come to the career until late in my undergraduate days. I have several K-12 teachers in my family, so that was always a path of interest to me. After taking my first general psychology class, I knew that psychology would be my career path," Robin recalls.

She earned her bachelor's degree in psychology at the University of Tulsa, in Oklahoma, her master's degree in counseling psychology from La Salle University in Philadelphia, and her PhD in child development from Tufts University in Medford, Massachusetts, near Boston. Philadelphia became her adopted home, and the City of Brotherly Love provided many formative career experiences for her.

"Thanks to my early work as an intensive case manager in Philadelphia, along with my master's program, I discovered that I might like to eventually design and run programs for children and families in need-and I have been doing some version of that ever since."

Robin's work has always reflected one of her family's core principles. "A significant value in our family is helping others and supporting those who need it. My mom always rooted for the underdog, and that is a value I have absorbed and really appreciate. Additionally, I have always had a deep desire to make a change in the world in a way that matched with my skills and abilities."

Northern California's "more year-round outdoor lifestyle" lured Robin and her husband from the East Coast. With their love of hiking, kayaking, stand up paddleboard, and scuba diving, the Bay Area was a natural fit. When Robin first arrived, she worked as a pro bono grant writer and college readiness workshop facilitator at Santa Rita jail for a small nonprofit focused on college education for the reentry adult population. Joining the Felton community to focus on grant writing, fundraising, the Young Adult Court, and program expansion was a logical next step.

"I have been with Felton for a fabulous nine months! As soon as I heard about the great work happening at Felton, I was interested in becoming a part of the team. The breadth of programs provided here is terrific, but the quality of the work and the passion of our teams for our clients and participants are what make us exceptional. I love the positive energy around our work, the impact that we seek to make daily, and that we can usually have fun as a team while we are working hard," she shares with enthusiasm.

"As part of the development team, I love getting to learn about all of the programs at Felton. Supporting division directors and other program staff to convey their program vision on paper is so rewarding-as is receiving the notice when we are awarded a contract! Most challenging is the flow of our proposals-we have no control over when requests are released by our funders, and sometimes multiple proposals attack at once!"

Robin embraces rigorous work, and in her spare time, she is planning to tackle Mt. Diablo trails and Yosemite's peaks. Her personal motto fits her personality; "I believe laughter is the best medicine," she confides. It is a great prescription-truly just what the doctor ordered.

## Felton LEAD Team Visits Seattle



During the first week in October, representatives from the San Francisco Department of Public Health (DPH), the public defender's office, the district attorney's office, BART, the police department, and other law enforcement agencies joined Felton President and CEO Al Gilbert, Felton staff members and Glide Memorial's team for a visit to Seattle, Washington, to witness the implementation of the Law Enforcement Assisted Division (LEAD) program.

LEAD SF is a multi-agency collaborative partnership program designed to divert repeat, low-level adult offenders at their earliest contact with law enforcement. LEAD services are an alternative to jail and prosecution for those experiencing mental health, substance abuse and co-occurring disorders. Felton's LEAD team members provide clinical case management, behavioral health and wellness interventions to support clients in recovery and to prevent recidivism.

The three-day visit was graciously hosted by the Drug Policy Alliance. On Day One, DPH and case management teams completed a specialized training with the Seattle LEAD clinical team. On Day Two, the San Francisco teams met with the Seattle team to shadow, observe, and learn more about the evaluation and current status of the program. The trip concluded on the third day with a series of in-depth discussions with King County prosecutors and the Seattle Police Department, where team members explored the roles of the courts and law enforcement in the LEAD program.



## Felton San Mateo Supports NAMI Silicon Valley Walk



Felton Institute's [Early Psychosis and BEAM Programs](#) in San Mateo participated in the [NAMI](#) Walk Silicon Valley on September 23, 2017. Silicon Valley NAMI Walk was sponsored by NAMI Santa Clara with NAMI San Mateo partnering. This year's event was considered a big success as participation in the walk doubled that of the previous years, and to date, \$241,116 has been raised by all teams participating in the walks. NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. Felton provides office space for NAMI San Francisco in its San Francisco annex.

"This is Felton San Mateo's first year joining the Silicon Valley Walk with an organized team," program manager Bruce Adams smiled with pride. "A total of 13 staff and their family members participated. The team is looking forward to participating in next year's walk with an even larger turnout."



## Foster Grandparents Senior Companions Luncheon



On Friday, October 20, 2017, Felton's Foster Grandparents and Senior Companions were honored at the annual luncheon. The United Irish Cultural Center was filled with warm greetings, music, and photo props that inspired smiles and laughs at the joyful celebration. Throughout the luncheon, pictures of the volunteers were projected for all to appreciate.

Senior Division Director Cathy Spensley kicked off the program with welcoming remarks; President and CEO Al Gilbert congratulated the volunteers and staff on their outstanding achievements during the last year; Felton Board Chair Amy Solliday and Board Chair Emeritus Mike Hoffman shared inspiring remarks; Foster Grandparent Volunteer Donna Robblee represented her peers with heartfelt words; and San Francisco Deputy Director of Neighborhoods Ashley Cheng brought congratulations on behalf of the city. Kham Lam translated for all speakers.



The Foster Grandparent and Senior Companion Luncheon has a special place in Ms. Cheng's heart because years ago, her daughters benefitted from the wisdom and compassionate

care that Foster Grandparents brought to their classrooms. She was excited to greet the volunteers who contributed to her daughters' development, and it has become a recent tradition for her to speak at the luncheon. Hear her words of appreciation [here](#).

Another great tradition of the luncheon is volunteer recognition and raffle prizes, Tieu Ly, program director, Lynn O'Leary, director of programs for the senior division, and Cathy Spensley created lively suspense during the that portion of the event. While a pin drop could be heard as people checked their raffle numbers, once a winner was announced, thunderous applause and cheers for each filled the air. Staff members Eileen Kincaid and Marianne Yusavage beamed as the volunteers gleefully claimed their prizes.

Felton's Foster Grandparent Program was one of 20 original national pilot projects. Limited income, mobile seniors, ages 55 and older, receive small stipends for providing support services for 20 hours a week to children with special needs. Seniors serve in classrooms, pre-schools, and children's units in hospitals. They develop one-to-one consistent relationships with the children, by tutoring, mentoring, and providing emotional support. This year, 67 Foster Grandparent Volunteers have provided 56,465 hours supporting 630 children and youth at 28 Foster Grandparent Volunteer stations. Two sisters fondly known as "Grandma Connie" and "Grandma Alicia" note that volunteering has enhanced their lives in the video [here](#).

The Senior Companion Program, also founded in the late 60's, is a program through which limited income, mobile seniors provide companionship services 15-30 hours per week to frail, isolated, and homebound seniors, ages 55 and older. Participants serve in adult day health centers and senior centers, engaging at-risk seniors in on-site activities. Senior companions are supervised by case managers. In the last twelve months, 27 Senior Companion Volunteers provided 22,476 hours by supporting 196 seniors and adults with disabilities at 16 volunteer stations.

If you know of someone who is interested in volunteering, please contact Tieu Ly at [tly@felton.org](mailto:tly@felton.org).



## Felton and First 5 Host Japanese Delegation



East met West on Thursday, October 19, 2017, at **Felton's Young Family Resource Center** on Bryant Street in San Francisco, CA. A round table of delegates from Japan met with delegates from Felton Institute and First 5 San Francisco to discuss similarities, differences and successful strategies for improving each other's programs. The Japanese visitors represented city social services, county welfare departments, boards of education, and schools.



Felton COO Yohana Quiroz and her team provided a deep dive for the delegates. The dynamic discussion provided valuable details about the culture and operational structure of the Family Developmental Center with topics ranging from funding sources to time management. A question and answer period yielded inquiries and innovative ideas regarding navigating cultural differences, and many walked away saying, "Who knew?"



Representatives from **First 5 San Francisco** explained their role in the collaborative partnership that bolsters their mission to advance a shared commitment to support young children, from birth to five years old, and their families, with abundant opportunities to be healthy, to learn, and to grow.

The delegation was greeted by friendly pre-schoolers and toddlers as they visited classrooms and briefly met with teachers and volunteers from Felton's Foster Grandparent program. Many lessons were learned and bridges of understanding were crossed in a few short hours.

## Felton Welcomes Best Chance from Australia



On October 16, 2017, Australia's **Best Chance** Service Development Manager Dan Leach-McGill enjoyed a morning meeting and lunch at Felton's **Family Developmental Center** with President and CEO Al Gilbert; Yohana Quiroz, COO, CYF and TAY Services; Lisa Aguilar, Administration Director; Rosaura Diaz, Family Support Director; Lucia Murillo, Early Intervention and Inclusion Director; and Kaile Thomas, Educational Director.

After an engaging exchange, Lisa Aguilar led a tour of 2730 Bryant Street. A young preschool

ambassador on the playground asked Dan, "What are you doing here?" After his response, she and her friends informed him that they were trying to find "roly-poly" pill bugs in the dirt and invited him to join them on their mission. Dan relished the invitation that he politely declined, due to time constraints.

In July, Felton hosted Best Chance CEO Kevin Feeney. Since 1895, Best Chance has provided social services and educational programs accredited under the Department of Education and Training for children with social/emotional and learning difficulties. Dan reiterated Kevin's invitation for Felton team members to soon pay a visit to the Land Down Under.



## TAPP / YFRC Halloween Harvest Festival



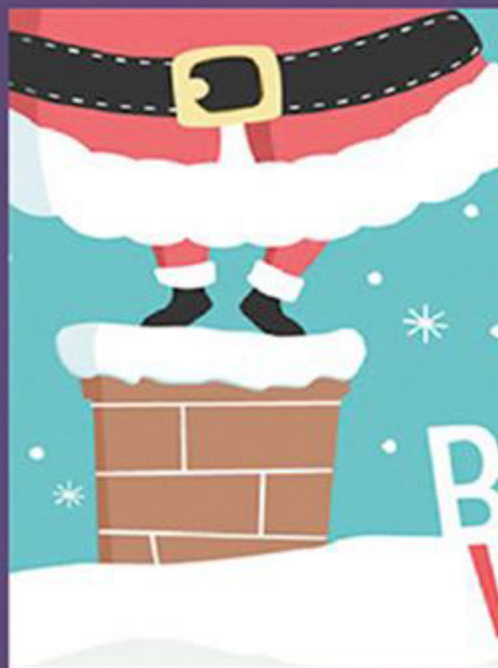
On Friday, October 27, 2017, TAPP / YFRC are hosting a Halloween Harvest Festival for all young families from 12:30 pm-2:30 pm at:

Felton Family Developmental Center  
2730 Bryant St.  
San Francisco, CA 94110

Parents are encouraged to bring their children in costume and enjoy fun filled activities, delicious food, arts and crafts and pictures!

For more information, call (415) 695-8300.

## Breakfast with Santa and Holiday Party



HELLO FROM THE NORTH POLE!  
THIS IS SANTA!

You're invited to eat a  
delicious breakfast with me!

We'll have time for pictures,  
crafts with elves and much more!

**BREAKFAST  
WITH SANTA**

- **HOST**  
Fun Committee (415) 474-7310
- **WHO**  
Felton employees and their families
- **WHAT**  
Breakfast  
Pictures  
Crafts  
Elves
- **PLEASE R.S.V.P.**  
All are welcome, but please R.S.V.P. so we know how many goodies to prepare. Please email or call:  
[apalomera@felton.org](mailto:apalomera@felton.org) - ext. 511
- **WHERE**  
2730 Bryant St  
San Francisco, CA 94110  
Google Maps link:  
[goo.gl/maps/CDzxj3xL23U2](https://goo.gl/maps/CDzxj3xL23U2)
- **WHEN**  
Saturday, December 2, 2017  
From 9:00 AM to 11:30 AM  
Breakfast will be served  
between 9:00 AM to 10:30 AM
- **WHY**  
Because it will be the holiday season!
- **SEE YOU THERE!**

## Felton and You



During times of crisis, such as the recent tragic wild fires in Northern California, we can serve more, do more and effect more by uniting together. And, at times like these or any time people in our communities are in need of mental health care and social services, together we can do more.

Felton Institute serves individuals and families in San Francisco and other communities throughout Northern California, offering social and mental health services focused on low-income populations. Our 47 targeted programs serve the very young, the very old and those who are in between. We address social issues such as: education, hunger, joblessness, homelessness, substance abuse, and mental health through the life-transformative programs we offer. If you would like to learn more about Felton Institute and our social and mental health focused programs, please visit [our website](#).

When YOU give to Felton, WE can do more. With the help of your generous donation, we potentially transform the lives of millions. That's uniting together!

To give to the cause for which you have passion, text FELTON to 41444 on your mobile device; it's quick and easy! You may also donate online by [clicking here](#). From all of us at Felton to all of you, our friends and partners, thank you for helping us pay it forward in the San Francisco Bay Area and across the globe!

**Your generous donations transform lives. Thank you!**

