



Lives Transformed



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SPOTLIGHT: Dr. Keith Wong Clinical Case Manager and Clinical Research Scientist - Felton Senior Division



Dr. Keith Wong, Clinical Research Scientist and Clinical Case Manager in Felton's Geriatric Mental Health services under the Senior Division, grew up in Hong Kong, the only son and older brother in a family of four.

"My parents grew up in the southern provinces of mainland China, and they came to Hong Kong as teenagers for education and to earn a better living there. I grew up with a younger sister under my paternal grandmother's care, as both of my parents had to work to support the whole family. I completed secondary school education in Hong Kong before immigration to USA. As filial piety is highly valued in Chinese

society from the traditional Confucian principles, I was taught in the family and at school that youngsters must pay proper respect to parents, grandparents, and the older generation, reflecting good virtue and proper family education in a collectivistic society," Keith recalls.

During the past year, both Keith's maternal and paternal grandmothers passed away, yet he continues to hold their life lessons close in his heart. "They always taught me to exercise prudence in my life, cautiously taking consideration from others' perspectives, and adopting an attitude of the 'Middle Way' to move forward in life, reflecting a lifestyle not of arrogance nor a lack of confidence, but cultivating the wisdom of humility with prudence in life."

Keith credits his parents with emphasizing the importance of diligence. "My parents believe that, while hard work may not necessarily yield immediate gratification, it will eventually pay off in the future when one works hard enough."

Initially, Keith thought his hard work would be as medical doctor, and he studied physiology at UC Davis. Those studies eventually led him to the career he enjoys today. "I later realized that a person's emotional and mental wellness is as important as physical well-being. Therefore, I turned to social work and obtained a master's degree of social welfare with community mental health concentration at UC Berkeley. After working with primarily monolingual Chinese immigrants and their families in a wide scope of mental health service settings in the San Francisco Bay Area, I decided to return to my home of Hong Kong to serve the disadvantaged people there," Keith shares with enthusiasm.

While in Hong Kong, Dr. Wong completed a PhD study in the Department of Social Work and Social Administration at the University of Hong Kong (HKU), investigating the impact of peers on drug-abusing adolescents from the personal construct perspective. He also taught in the HKU Master of Social Sciences counseling program, training social workers and other professionals to better serve their respective clientele. Before joining Felton early in 2017, he focused on strategic planning, service development, professional training, and evidence-based research with program evaluation at non-governmental mental health service agencies in Hong Kong and also spent a number of years as a lecturer.

Keith says that Felton's excellent clinical case management serving disadvantaged people with cultural and language competence attracted him to his current job. "Felton has done outreach work to the disadvantaged and deprived population with innovative social services and mental health support, e.g. deaf counseling services, criminal justice services, integrated services for older adults, re-conceptualizing the traditional way of understanding people's needs and thus transforming lives through more innovative and integrated

services. The Geriatric Mental Health Model that integrates various programs in the aging services and mental health services provides more comprehensive service delivery to address the developmental needs and the mental health concerns of older adults. The Senior Division also emphasizes regular clinical supervision and case consultation as essential to the development of clinical competence of clinical staff members," Keith notes with pride.

He finds his work invigorating and rewarding. "I gain wisdom of life through my conversations with older adult clients who often share their life stories in terms of success and challenges in their history."

In his time away from work, Keith enjoys playing badminton, swimming, visiting museums and art galleries, and traveling with his wife. He has incorporated his parents' advice as part of his personal motto, which he says is "Work Hard; Play Hard; Live the Moment."

Felton Learning with Leaders features LEAD SF



Felton's second Learning with Leaders on February 23, 2018, featured a focus on Felton's Law Enforcement Assisted Diversion (LEAD) program. Dr. Robin Ortiz, Felton's Director of Business Development, introduced Jared Walker, the first case manager hired for Felton's LEAD SF program in September. Jared, a graduate of San Francisco State University, grew up in Fairfield, California. He explained to Felton board members and staff that as a LEAD case manager, he can often be found sitting with homeless men and women while telling them about LEAD services. To watch his introduction, [click here](#). Felton's LEAD services are provided as part of LEAD SF, 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 use and co-occurring disorders. The Felton team works with referred residents in the 16th Street/Mission neighborhood. Implementing a harm reduction philosophy, staff provide clinical case management, behavioral health and wellness interventions to support clients in addressing their substance use and/ or mental health needs, support recovery, and prevent recidivism.

After Jared spoke and board members and staff asked questions, everyone filled backpacks with blankets, toiletries, and resource materials for the LEAD team's next outreach to homeless clients. Learning with Leaders events, produced by the Development and Communications Departments, are designed to provide comprehensive information about Felton's programs in an intimate environment. The next Learning with Leaders event will focus on the Children, Youth, and Family Division programs.



Felton OAST Alameda County Open House



On March 14, 2018, Felton Institute hosted an intimate open house at its newest Alameda County location, the Older Adult Service Team (OAST) site in San Leandro, California. Many community partners were very excited to learn about the services and meet Felton's team. Lynn Trinh O'Leary, Director of Programs for the Senior Division, offered warm greetings and introduced staff members, including Quyen Thai, Diana Chang and Debbie Reaghard. Felton Senior Division Director Cathy Spensley invited visitors to introduce themselves, then Felton President and CEO Al Gilbert shared his excitement about the impact that the services are already having.

OAST provides comprehensive clinical case management and psychiatric services for older adults with mental health concerns, including substance abuse, to help them maintain independence and dignity, while aging in place. In-home and clinic-based services are offered, including evidence-based practices and assessments.

The festive Wednesday afternoon included refreshments and a tour of rooms featuring several murals painted by Diana Chang. Lynn included special thanks to the Facilities and Communications Departments for their support. For more information about OAST-Alameda County services, located at 13847 East 14th Street, Suite 205, San Leandro, California, 94578, please visit felton.org.

Sounds of Sonic Forest Delight Older Adults



Clients and staff at Felton's Geriatric Services West were enchanted as the sounds of Sonic Forest filled the air at 6221 Geary Street in San Francisco on March 15, 2018.

Brenda Schuman-Post, a professional oboe player, accompanied by keyboardist Suzanne Garramone, performed at the Richmond Senior Center for clients from the Older Adult Day Support Center (OASDC) and Geriatric Outpatient Services. For several years now, Brenda has put together various ensembles such as Sonic Forest to perform at mental health clinics, senior homes, and other community centers for audiences that don't have the opportunity to hear professional, live music.

Brenda and Suzanne have played together for 36 years, providing more than 400 captivating concerts.

"The OADSC clients enjoyed the entertainment of listening to and focusing on soothing music, which allowed them to get into a relaxed state of physical and mental functioning. As I looked around the room, many had their eyes closed, swaying heads back and forth to the sound of the music. As they were leaving, one of the OADSC gentlemen called it 'harmony to my ears,' and another rated the concert as a ten (on a scale of one to ten)! I can really say, the power of music is a gem," said Margot Yasukawa, Bilingual Case Manager and Group Coordinator at Felton's Geriatric Services West.

Brenda always includes a conversation about the oboe and why that instrument is so special. Later this month, the duo will perform for our adult and older adult clients at Felton's 1500 Franklin site. Sonic Forest has previously performed at Felton's Community Center in Visitacion Valley. Many thanks to Brenda and Suzanne for the joy that they bring to so many. For more information, contact brendaschumanpost.com.

Felton and You: A Season of Change and a Hope for a Future



March is a month that evokes hope in us, as the first day of spring ushers in a promise that winter is finally over and flowers bursting from beneath the ground provide evidence of the change in seasons. Spring is a time that reenergizes and renews the mind, body and spirit, and as we experience warmer temperatures and longer days of sunshine and light, we often find our moods are a little lighter as well.

Much like seasons of the year bring about change, Felton Institute's [mission](#) is to transform the lives of people of all ages, from before their first breath to their last. Through our more than 50 programs offered in 11 languages, Felton serves people in San Francisco and Northern California who are in desperate need of mental health and social services. Through our divisions, we are giving hope where there was none, and a promise of a brighter future.

Like flowers blooming in springtime, Felton Institute is growing and blossoming all around the Bay Area as we have [added new programs](#) this past year and continue to do so as the need for [additional services](#) to low-income and under served populations mandates. We have seen remarkable changes in participants, who through our programs have literally changed their lives and futures in profound and positive ways. Felton's Early Psychosis Programs' evidence-based practices have given people diagnosed with psychosis and bipolar disorder [hope for a healthier future](#). Pregnant and parenting teens have stayed in school and graduated because of the many services Felton's Children, Youth and Family Division offers to [teen parents and families](#). Older adults who feared they were no longer valued within the workforce learned new skills which gave them [hope and a new career](#) through Felton's Senior Community Service Employment Program. Felton's Deaf Community Counseling Services [provides mental health services](#) to people who are Deaf, Hard of Hearing, Late Deafened, Deaf-Blind and their families.

The services we provide are often free of charge to those who benefit from our programs. We serve low-income and under served populations. That is why we rely on you to help us support others. Please consider a gift to Felton Institute so that together, we can be the change we hope to see in others. Help us give them the potential for a bright future. Just as springtime revitalizes and re-energizes our minds, bodies and spirits, giving to others who so desperately need our help invigorates and inspires us.

Do you want to help change the lives of low-income children, youth, adults, seniors and families? Please consider giving a gift to Felton Institute today. To give to the cause for which you have passion, text FELTON to 41444 on your mobile device; it's quick and easy.



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