



FSA
Family Service Agency
of San Francisco

Lives Transformed



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SPOTLIGHT: Bruce Adams

Associate Director, Early Psychosis Programs



Bruce Adams, Associate Director of Felton's Early Psychosis Division, is a California native with a reassuring manner and passionate dedication to seeing lives transformed through the work he does at Felton.

Bruce was born in Stockton, California, and attended Brookside Christian High School. "My grandparents were very influential in my life, both in the example that they set for me and the words of encouragement that they spoke over me. It is their influence

that helped me to see that I had the potential to be whatever I wanted and the courage to reach for it," Bruce remembers.

In high school, Bruce thought he might reach for law enforcement as a career, but when he enrolled at CSU Stanislaus in Turlock, California, he was drawn to careers that would allow the opportunity for him to work with transitional-age youth and young adults. He considered becoming a youth minister, high school teacher or therapist. Again, it was his grandparents' influence that inspired him to choose a career that would allow Bruce to help others find their potential. He earned his BA in social studies and his MS in psychology from CSU Stanislaus. For the last 20 years, he has worked with youth and young adults in both church youth groups and as a therapist.

Bruce joined Felton Institute five years ago. "Prior to joining the agency and its work in intervening in the lives of individuals experiencing the early signs and symptoms of psychosis, I was a therapist and founding staff member of an early psychosis program in Stanislaus County. While I love the program and agency that got me started in my career in early psychosis intervention, I sought out the position with Felton because I wanted to be able to advance my career in early psychosis in a leadership role.

"Felton's Early Psychosis Division provides quality training, is active in regional expansion, and is a leader in the industry. I appreciate Felton for being a leader in innovative approaches to treatment and in continually finding ways to adapt to the changes in society so that we can remain active within the communities we serve."

Bruce finds participation in graduations and interacting with the alumni of the Early Psychosis and Bipolar Early Assessment Management programs very rewarding. To watch one of the program graduations, please [click here](#). As Bruce notes, "this is the culmination of years worth of work in which our alumni overcome challenges that many in our society still do not believe can be overcome. These youth are rewriting the narrative for recovery in mental health and I have the pleasure and opportunity to be a part of it."

When he is not working, Bruce enjoys family activities with his wife of 17 years and his sons, ages six and three. They play video games, board games and street hockey and attend San Jose Barracuda and Sharks events. A favorite vacation spot includes Reno, Nevada. Bruce relishes his full life, and his sons inspire his personal motto: "My ceiling will be my children's floor."

Felton at IEPA



This year's International Conference on Early Intervention in Mental Health was held in Boston, Massachusetts, in early October. Felton's Director of Early Psychosis Programs, Adriana Furuzawa, LMFT, was nominated as a presenter by Dr. Robert Heinssen, Director of the Division of Services and Intervention Research at the National Institute of Mental Health (NIMH). Adriana was a panelist on the Spotlight Presentations Panel highlighting Felton's award-winning Early Psychosis programs, with a special focus on the work that Felton has been developing since 2013 in predominantly rural counties, like Monterey, in the California Central Coast. Adriana emphasized Felton's expertise in direct service provision and "boots-on-the-ground" implementation of these programs, active partnerships with county behavioral health authorities and strong commitment to



going above and beyond to facilitate access to care. The audience of over 300 participants was impressed by some of the real-life stories of how Felton's team overcome challenges to reach potential program participants and enhance community resources.

Felton President and CEO Al Gilbert, who attended the conference, shared, "When we present at international conferences, I am reminded of how extraordinary our outcomes are and the importance of community service models toward transforming practice.

The community of national and international academic, committee-based, consumer and corporate stakeholders coming together to advance care models is exhilarating." Early Psychosis team members, Associate Director Bruce Adams and Monterey County Program Manager Anna Ballas, also attended the conference.

On the last day of the conference, Adriana presented a poster titled "Integrating Early Intervention into the U.S. Public Mental Health System: Four Successful Models" with co-authors Tamara Sale (EASA), Patti Fetzter (Ohio BEST Center) and Iruma Bello (OnTrackNY). The poster demonstrated the Felton Early Psychosis Model (formerly PREP) as one of the four models that led to implementation and sustainability of coordinated specialty care for early psychosis into the U.S. public mental health system in California, Oregon, Ohio and New York.

Integrating Early Intervention In The U.S. Public Mental Health System: Four Successful Models

Tamara Sale¹, Patrice Fetzter², Adriana Furuzawa³, Iruma Bello⁴, Katherine Hayden-Lewis¹, Ryan Melton¹

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³ Felton Institute, Family Service Agency of San Francisco | ⁴ New York State Psychiatric Institute, ⁵ Columbia University Medical Center

OREGON EASA Center for Excellence	OHIO BEST Center Patrice Fetzter, Executive Director	CALIFORNIA Early Psychosis Programs (formerly PREP)	NEW YORK OnTrackNY My Health. My Future. My Future.
Target Population Ages 18-25, Clinical High Risk or first episode up to 12 months Schizophrenia Spectrum or Related Spectrum Population Based program (all funding)	Target Population Ages 18-25 within 12 months of psychotic symptoms (limited or untreated) Schizophrenia Spectrum Disorders	Target Population Ages 18-25 within two years of onset of psychotic symptoms or at clinical high risk for psychosis Schizophrenia Spectrum or Related Disorders with Psychotic Features	Target Population Ages 18-25 within two years of onset of psychotic symptoms lasting at least 1 week Schizophrenia Spectrum Disorders
Model • Intensive practice guidelines and training, consultation and fidelity central processes • Team comprising psychiatrists, nursing, community intervention, family psychoeducation, individual assessment and support (IAP), occupational therapy, peer support	Model • The BEST Center's PREP Model is based on our work as a pilot site for the National Institute of Mental Health's Recovery After an Initial Schizophrenia Episode (RAISE) Network's Recovery Model. The PREP Model is adapted from the RAISE Network Model to support practice, implementation and evaluation implementation within community-based settings • Multidisciplinary team approach includes, but not limited to, psychiatrists, case managers, and support, supported employment and education, case management, cognitive behavioral techniques for psychosis (CBT-AP), and individual recovery training (IRT). (Peer support support)	Model • The Felton Institute Early Psychosis Program Model (formerly Prevention and Recovery in Early Psychosis - PREP) provides a recovery-based practice, with services delivered by a multidisciplinary team-based and trained by Felton • Implementation: Evidence-based program, CBT for psychosis, family psychoeducation, supported employment and education, Individual Assessment and Support (IAP), case management, medication support, and peer support	Model • The OnTrackNY Model implements a multidisciplinary team-based approach including team-based assessment and case management, community education, supported employment and education, supported, psychiatric education and more and peer support support • Implementation: Evidence-based program, CBT for psychosis, family psychoeducation, supported employment and education, family psychoeducation, peer support, supported employment/education
Funding Sources State General Fund, Medicaid, Private Insurance, Federal Block Grant (SAMHSA Model)	Funding Sources Ohio's Foundation Service Schizophrenia Recovery Partners, Ohio Department of Health Services & Addiction Services, Federal Block Grant (SAMHSA Model), County General Fund, Private Insurance, Medicaid, Private Insurance	Funding Sources California State Mental Health Services (SAMHSA), Federal Block Grant (SAMHSA Model), Medicaid, County General Fund, Private Insurance	Funding Sources New York State (Office of Mental Health, Federal Block Grant (SAMHSA Model), SAMHSA, Medicaid, and Private Insurance)
Implementation • Oregon Health Authority oversees the statewide implementation in 10 program counties with Center for Excellence responsible for ongoing data monitoring, training, practice assessment • Felton Institute model adapted by Felton Institute, single team delivery	Implementation • The BEST Center's PREP Model is based on our work as a pilot site for the National Institute of Mental Health's Recovery After an Initial Schizophrenia Episode (RAISE) Network's Recovery Model. The PREP Model is adapted from the RAISE Network Model to support practice, implementation and evaluation implementation within community-based settings • Work and Recovery Support, in-person training and resources • Ongoing Training (OIT) Training and implementation resources provided in person and through digital resources • Implementation: Evidence-based program, CBT for psychosis, family psychoeducation, supported employment and education, family psychoeducation, peer support, supported employment/education	Implementation • The Felton Institute Early Psychosis program was established in 2010 in San Francisco providing the development of an internal training and support system to support evidence-based practice, fidelity monitoring and program evaluation • Real-time and ongoing support, peer support with support for community-based health services, program and data collection and evaluation of outcomes • Ongoing training and support, CBT for psychosis, family psychoeducation, supported employment and education, family psychoeducation, peer support, supported employment and education, family psychoeducation, peer support, supported employment/education	Implementation • The OnTrackNY Model is based on the Office of Mental Health's Recovery Model, which provides a recovery-based approach to assessment, training, and implementation of programs • OnTrackNY implementation is based on a recovery-based approach and includes a recovery-based approach to assessment, training and implementation, peer support, supported employment/education, family psychoeducation, peer support, supported employment/education, family psychoeducation, peer support, supported employment/education
Introduction The rapid recent increase in U.S. early psychosis programs can be largely explained by the recognition of new evidence and increased attention to early psychosis through SAMHSA, federally funded training and technical assistance, and funding opportunities. The U.S. Schizophrenia and Early Psychosis Network (SEPN) Training and Technical Assistance Work Group focuses on common challenges and opportunities in order to maximize the impact of early psychosis interventions across the U.S. Each group participants share and document resources and strategies to address their common implementation challenges. The international application of implementation science to challenges don't just through real-world experience offers a strategic framework for increasing performance implementation. The National Implementation Research Network (NIRN) provides an integrated framework and research tools which address each phase of implementation (exploration, preparation, early implementation and full implementation), along with implementation	Results Application of the NIRM framework appears to be a useful tool for anticipating and exploring strategies. The strategies used appear to be being applied to support rural and frontier sites in their early psychosis program implementation	Results Application of the NIRM framework appears to be a useful tool for anticipating and exploring strategies. The strategies used appear to be being applied to support rural and frontier sites in their early psychosis program implementation	Results Application of the NIRM framework appears to be a useful tool for anticipating and exploring strategies. The strategies used appear to be being applied to support rural and frontier sites in their early psychosis program implementation
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Old Navy Enhances FDC: A Real Treat!

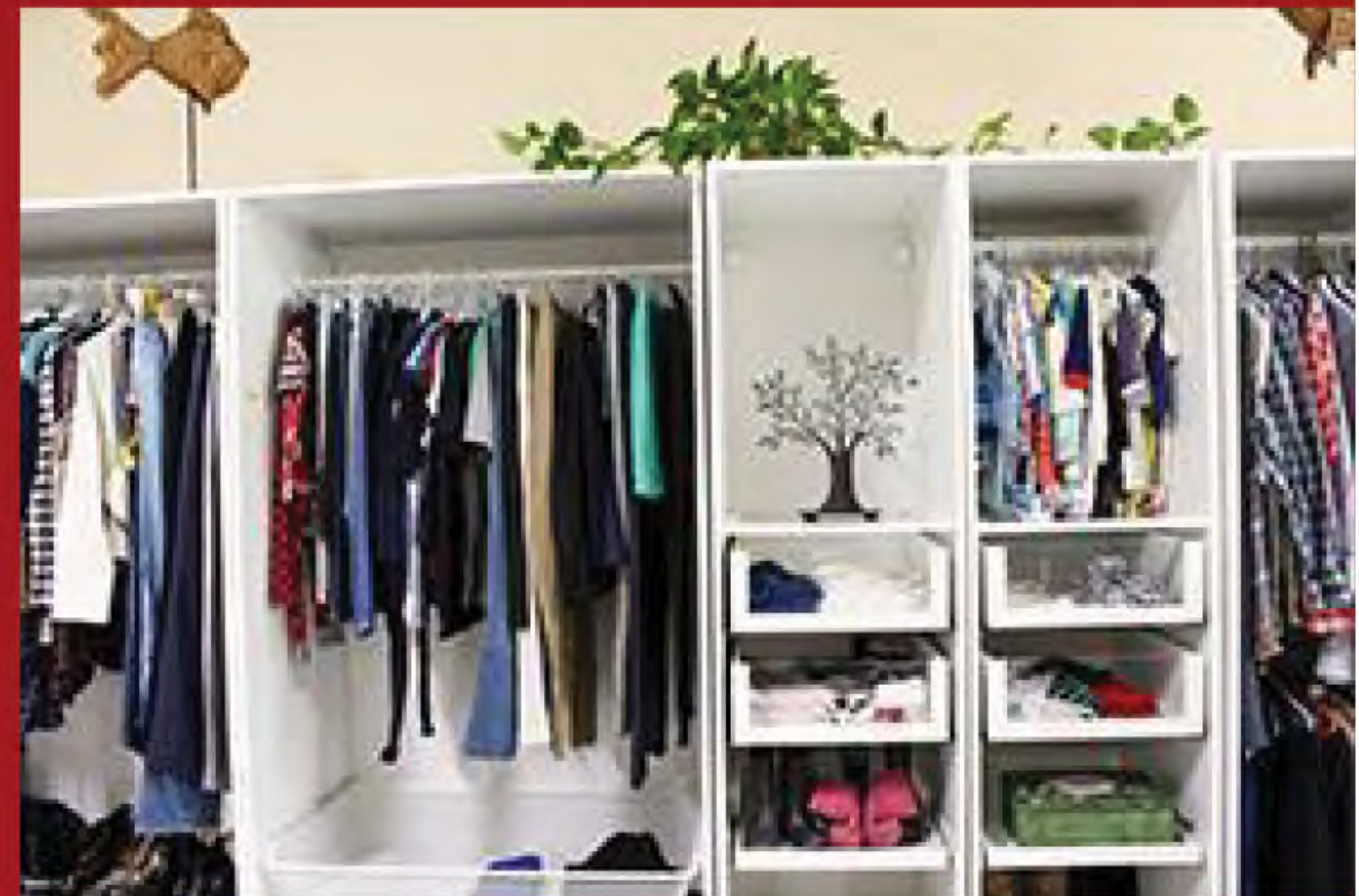


Felton extends a huge thank you to Old Navy for its generous corporate support during September and October that beautified our Sunshine Community Resource Center and Farmer's Market, on behalf of our Children, Youth, and Family (CYF) Division at Bryant Street.

This project, spearheaded by Felton Institute Board of Directors Chair, Amy Solliday, VP of Store Operations at [Old Navy](#), and 20 corporate volunteers, completely transformed our Family Developmental Center's multipurpose room, which now has a boutique and a full-service children's library! To see their work, please [click here](#).

Old Navy's volunteer teams:

- Built four wardrobes;
- Donated gently used clothing for families;
- Organized and decorated shared spaces; and
- Hosted a food demo at Farmer's Market.



We are truly grateful for this amazing support from Old Navy.

On behalf of the entire agency, our board, and the children, youth, and families we have the pleasure of serving, thank you!

Foster Grandparent and Senior Companion Appreciation



Amy Yu, Adrienne Abad-Santos,
Lynn O'Leary



Tieu Ly, Assessor Carmen Chu,
Cathy Spensley

On Friday, October 26, 2018, Felton held its annual Foster Grandparent and Senior Companion Programs Volunteer Appreciation Party. The banquet room at the United Irish Cultural Center was filled with warmth and laughter as dignitaries, Felton board and staff, and volunteers gathered in celebration. Senior Division Director Cathy Spensley and Program Manager Tieu Ly beamed as Carmen Chu, Assessor of the City and County of San Francisco, presented a Certificate of Honor and thanked the volunteers for their work. Yohana Quiroz, COO of Felton's CYF and TAY Divisions, and Ashley Cheng, Operations Manager at San Francisco Public Works, recounted moving anecdotes of the personal impact that Foster Grandparents have had on their children's lives. Yohana also shared how impressed she is with the volunteers who have devoted years of service at Felton's Family Developmental Center. Felton Board



Michael N. Hofman



Larry Smith, Linda Murley, Roland Soriano

Chair Emeritus Michael N. Hofman brought spirited greetings on behalf of the board and noted that he has attended 18 Foster Grandparent and Senior Companion events.

Volunteer Larry Smith, an 82-year-old retired businessman with a firm handshake, loves helping others and looks forward to the annual event. "My degree was in hotel and restaurant administration and I have a business degree. I have volunteered with Felton for 18 years. I wound up helping out here because I belong to the Labor Council. At the Labor Council, you have a lot of people who were asking for help with this, that, and the other, and I found out that this group was helping more people than I could have imagined, so I thought that I would go with them and help them to help people. One of the highlights has been getting to know someone who turned 101 last year; she was able to come to these meetings and always enjoyed them. I enjoy the smile and the twinkle in her eyes."

Linda Murley, Program Analyst in the Office on Aging with the Department of Aging and Adult Services, is a passionate supporter of volunteers and has attended the luncheon for many years. "I started my nonprofit career as a volunteer and it changed my life. Volunteering changes people's lives and brings out the best in us. I have great respect for Felton's programs. I've done a lot of work with Cathy Spensley and Tieu Ly and Roland Soriano and I've done a lot of work with the 66 Raymond Community Center and I know the effort, good will and spirit that have gone into it. I know the Senior Companion Program and the Foster Grandparent Program and there is so much good spirit that goes into the program. Some of the loveliest people I know are older people. There is so much life there, so much experience, so much humor. I think it takes a lot of character to live a long time. Somebody who is 70 years old didn't get there by being a coward; they got there through courage."

The highly anticipated raffle is the culmination of the luncheon each year, and this year's winners were excited to receive travel bags, gift cards, and even iPads. If you know of someone who is interested in volunteering for the Foster Grandparent and Senior Companion Programs, please call 415-474-7310 or visit felton.org.

Senior Division Retreat at 66 Raymond



On a sunny and hot Monday, October 8, 2018, Felton's Senior Division held a staff retreat where the team had a chance to enjoy the variety of activities Felton offers seniors every weekday at the Visitacion Valley Family Center. They started off with a BBQ lunch on our new griddle and some enjoyed the pop-up tent or found some shade under the trees and were entertained by a card trick or two.

Then the team moved inside to the center's gym and spread out among the various activities: Ping Pong, Badminton, the Wii, and Karaoke. Senior Division Director Cathy Spensley shared, "We learned that we have some exceptional players, as well as some very enthusiastic and talented singers. Most of all, the retreat offered a chance for our hardworking and dedicated staff to see our Senior Center at 66 Raymond, have some fun with their colleagues, and meet and connect



with new colleagues across the 15 programs in the Senior Division."

They topped off the day with ice cream cones, expertly scooped by the Senior Center's Program Manager, Edith Yamanoha. Special thanks to Edith, as well as Roland Soriano, Activities Coordinator; Gwen Thomas, ReServist; and DC Spensley, volunteer chef, for all their preparations before and during the event, and making this retreat such a memorable time for all.

Felton at Black Family Day

On October 20, 2018, members of Felton's Children, Youth and Family Division provided outreach materials at the University of San Francisco's Black Family Day.

Kate Shadoan, Children, Youth and Family (CYF) Division Director shared, "Felton's CYF Division was elated to take part in the Black Family Day at USF in partnership with the SF Unified School District's African American Achievement and Leadership Initiative and the San Francisco Human Rights Commission's My Brother and Sister's Keeper.



Kate Shadoan, Melissa Serrano, Madonna Stancil

The goal of the event was to uplift black families, provide parents with opportunities to help support their students academically and engage students with resources to support them inside and outside of the classroom."

Felton's CYF Division hosted a table focused on early literacy, sharing information about our Mental Health, Family Support, and Early Care and Education (ECE) programs. The team had games and prizes for kids and families. There was also a recruiter at the table discussing the many wonderful career opportunities at Felton. Kate adds that it was a fun day for all involved. Many thanks to Board Member and SF Human Rights Commission Policy Analyst Veronica Garcia for the invitation to participate.

Felton And You



Mental Health Awareness and Intervention Across the Ages

Annual mental health awareness days began several years ago to educate, advocate and promote awareness about mental illness and behavior disorders with the goal of eliminating social stigma. Since 1992, World Mental Health Day on October 10, initiated by the World Federation for Mental Health, has been an influential platform for mental health organizations and providers to effect change in their communities.

Felton Institute is grateful for the forward momentum awareness days have created, as mental health organizations and professionals join together every year to successfully educate and support the millions of lives affected by mental illness. Our highly focused programs serve communities in San Francisco and Northern California, and provide important, life-changing intervention for positive mental health outcomes.

Intervention through Felton Early Autism Program (FEAP)

Felton Early Autism Program (FEAP) serves infants and children birth to age three who have autism or exhibit autistic-like behaviors, and offers specialized intervention for children and support for parents and families. FEAP is the first inclusive center-based program in San Francisco with a curriculum designed specifically for children with autism, bringing together an evidence-based intervention model specifically designed for young children on the autism spectrum and the child's natural learning environment.

The Centers for Disease Control and Prevention (CDC) reports (research in 2014) that one in 59 children has been identified with autism spectrum disorder (ASD), occurring in all racial, ethnic and socioeconomic groups.

The CDC says that research shows that a diagnosis of ASD at age two can be reliable, valid and stable. Studies show that parents of children with ASD noticed a developmental problem, e.g. with vision and hearing, before their child's first birthday, and differences in social communication and fine motor skills from six months of age.

Through FEAP, children and families may receive:

- * One-to-one individualized instruction;
- * Services for birth to three years of age;
- * Mental health consultations;
- * Speech and language therapy, feeding therapy, daily nurse monitoring and care;
- * Access to high-quality intervention program for children with autism;
- * Targeted and individualized intervention delivered within an inclusive early care and education setting, with typically-developing peers;
- * Access to community-based resources and supports;
- * Access to an on-site multidisciplinary Early Intervention team; and
- * Access to staff with formal training in early childhood education and certification in the Early Start Denver Model.

The Early Start Denver Model is the only comprehensive early intervention model that has been validated in a randomized clinical trial for use with children with autism as young as 18 months of age. It is effective for children with autism across a wide range of learning styles and abilities.

FEAP is located at Felton's Family Developmental Center (FDC), which is San Francisco's licensed and largest subsidized early care and education program serving children from birth to six years of age. For more than 45 years, FDC has been exclusively the only program in San Francisco to serve infants and toddlers who have physical or developmental challenges within an inclusive program model.

Intervention through Felton Institute 's Long-Term Care Ombudsman Program for San Francisco

Felton 's Long-Term Care Ombudsman Program for San Francisco investigates complaints of abuse and resolves issues affecting elderly and dependent adults who live in long-term care facilities. The program provides advocacy and support to help people transition from home to hospital or to a skilled nursing facility when assistance is needed.

The World Health Organization (WHO) noted that approximately 15 percent of adults aged 60 and over suffer from a mental or neurological disorder such as dementia, depression and/or anxiety disorders. Older people may experience reduced mobility, chronic pain, frailty, dementia or other health problems as they age, and as a result, find they must move to a long-term care facility.

WHO notes that an important risk factor to the health and mental health of older adults is elder maltreatment. Elder maltreatment can lead to physical injuries and long-lasting psychological consequences, including depression and anxiety. WHO states that "addressing elder maltreatment is a critically important approach for the promotion of mental health among the elderly."

Elder maltreatment as defined by WHO is "a single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust that causes harm or distress to an older person."

Types of abuse can include:

- * Physical
- * Sexual
- * Psychological
- * Emotional
- * Financial and material
- * Abandonment
- * Neglect
- * Serious loss of dignity and self-respect

According to WHO, many instances of elder maltreatment go undocumented, as older adults are too scared or unable to report maltreatment and abuse. Data on the extent of elder maltreatment in institutions, hospitals, nursing homes and other long-term care facilities shows abuse to occur at a much higher frequency than at home.

The Long-Term Care Ombudsman Program for San Francisco was created by the Federal Older American Act mandated to receive and investigate complaints regarding the welfare, health, safety and rights of residents of nursing homes, assisted living facilities, or hospital discharge units. Staff and field Ombudsmen are trained professionals who are certified by the State of California to carry out the duties according to the Ombudsman laws. Volunteer Ombudsmen regularly visit

long-term care facilities to provide supportive, friendly contact with residents, improving their daily experience.

Complaints about the care of residents may be made by the resident or by someone else. Anyone can contact the Long Term Care Ombudsman Program for San Francisco on behalf of a person in nursing or residential facilities. Ombudsman services are free and confidential.

Investigation of complaints regarding elder maltreatment and abuse is mandated by federal and state law.

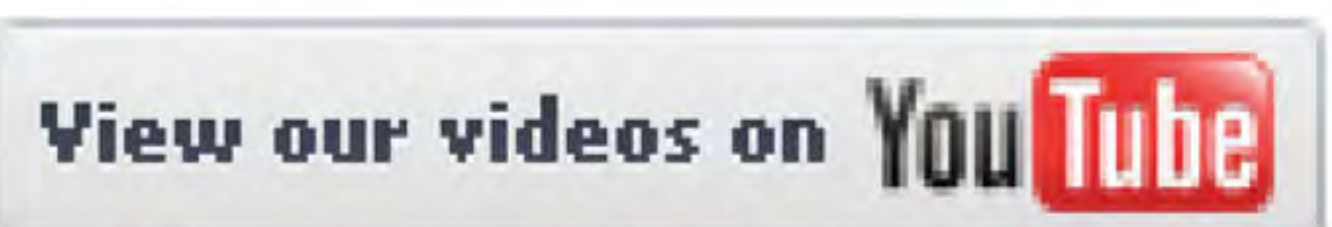
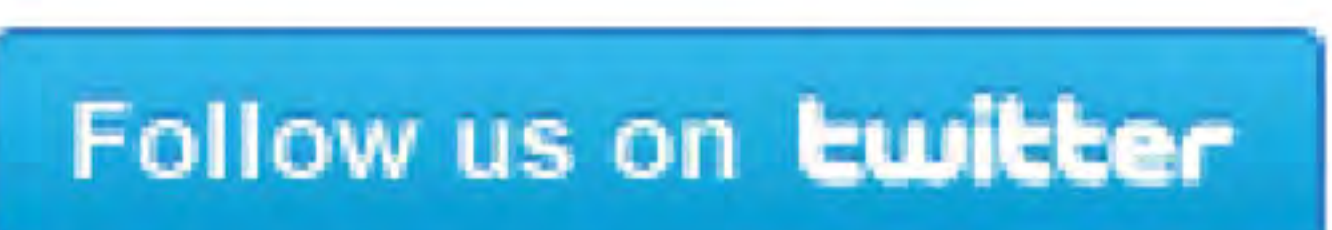
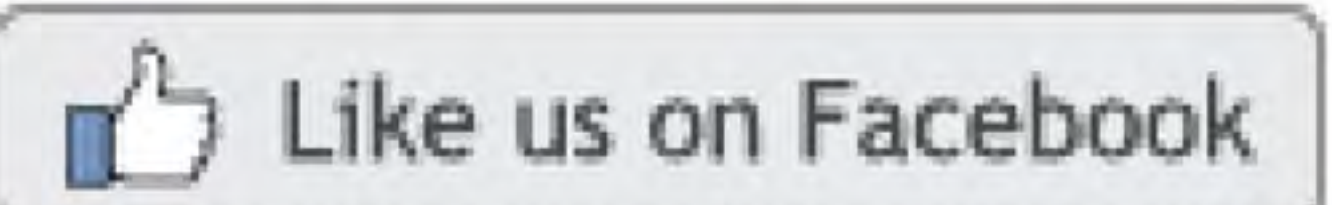
Please consider giving a gift to Felton Institute today. With your gift, you can help provide much-needed support and services to children and families affected by autism and help prevent elder maltreatment and abuse from occurring.

To give to the cause for which you have passion, text FELTON to 41444 on your mobile device; it's quick and easy!

For more information about Felton Institute call (415) 474-7310. For more information about FEAP call (415) 282-1090, ext. 104.

To contact Felton Institute's Long-Term Care Ombudsman Program for San Francisco, please call (415) 751-9788 during business hours or (800) 231-4024 after hours.

Your generous donations transform lives. Thank you!



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