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## Felton Institute Collaborates with BeST in Ohio



Adriana Furuzawa, Nick Dunlap, Nicole Milan, Pamela Roeper, Harry Sivec, Patti Fetzer, Dr. Erik Messamore, Al Gilbert, Dr. Nev Jones, Vicki Montesano

**SPOTLIGHT:**

## Felton Director of Innovation and Integration



Dr. Carole McKindley-Alvarez

When Felton's Director of Innovation and Integration, Dr. Carole McKindley-Alvarez, talks about her work, her excitement is contagious. Speaking about the recent training that she and other Felton staff members conducted at Cenpatico Integrated Care in Arizona, she enthuses, "The people in Tucson and Yuma were very inviting! We focused on early psychosis training and 'de-pathologizing' it. We shared the importance of being present with clients and emphasized that we are providing service with a respectful and humanizing perspective. Afterwards, many said it was the best training they had ever received!"

The commitment to providing life-transformative service with a deep

During the first of October, Felton Research and Training leadership—CEO and President Al Gilbert, Dr. Nev Jones, Adriana Furuzawa and Nicole Milan—flew to Northeast Ohio Medical University in Rootstown, Ohio, for a two-day summit to enhance Felton's models.



Dr. Fred Frese, Dr. Nev Jones, Al Gilbert

Felton Institute President and CEO Al Gilbert noted, "Our organizations are national leaders in CBTp (Cognitive Behavioral Therapy for Psychosis) training. We continue to engage to enhance our programs and training models. I really appreciate the partnership, excellence and open sharing. Collectively we pioneer treatment in schizophrenia in the US. The [NEOMED](#) team were incredible hosts and partners."

The [Best Practices in Schizophrenia Treatment](#) (BeST) Center promotes recovery and works to improve the lives of people with schizophrenia.

Research indicates that individuals who have been treated for schizophrenia with a combination of antipsychotic medications and psychosocial therapies can and do improve their lives.

However, many people with schizophrenia do not have full access to proven treatments, and until they do, the overall quality of

level of respect is seen not only in her work as a trainer, but also in Carole's supervision of Young Adult Court and Healing Circle.

A native of Richmond, California, after high school, Carole matriculated first at the College of Alameda and then completed her bachelor's degree at Sacramento State. Her parents and a mentor encouraged her to pursue a graduate degree, and she earned her PhD at the Wright Institute. Before joining Felton, Carole's work included years at Men Overcoming Violence in San Francisco.

For Carole, community and family have always been an integral part of the foundation of her life, and she brings that sense of genial generosity to the work that she loves at Felton.

Carole is the youngest of six children. Her parents were married for 50 years before her beloved father passed away this year.

"Dad was an activist—he really believed that we needed to understand history and legacy and to recognize that we needed to be a part of growth and not a part of stagnation. If there were any level of injustice, we were to speak on it and be a part of solution," she recalls fondly.

Some of Carole's treasured memories include serving with her father as co-PTA (Parent Teacher Association) presidents and his walking the public education trek from Richmond to Sacramento with family members to stand up for

schizophrenia care will not improve.

The BeST Center provides expert training, consultation and technical assistance to community mental health agencies, so that the agencies can provide best practices in schizophrenia treatment.

Our BeST Practices are:

- FIRST, the early identification and treatment of psychosis;
- Family-based Services;
- Cognitive Behavioral Therapy for Persistent Psychosis;
- Integrated Primary and Mental Health Care;
- Pharmacotherapy for Schizophrenia; and
- Cognitive Enhancement Therapy.

Felton looks forward to future collaborations with the NEOMED staff.

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## Felton President and CEO Al Gilbert Attends CCCBHA Conference



Kristen Woodlock, Al Gilbert

Before heading to the Felton/BeST Summit in Ohio, Felton President and CEO Al Gilbert attended the

educational rights.

Carole credits her mom with keeping her spiritually grounded. In addition to making sure the family attended church, Carole's mother constantly reminded her, "It's not about you, Carole," and that whatever she achieved was not solely through her personal ability. Carole jokes that her mother is also a "fashionista," and it is in homage to her mom that she forsakes her preferred wardrobe of stretch pants and T-shirts for more professional sartorial choices.

Carole grew up in a blended family, enjoying close relationships with her four siblings from her father's first marriage, and that childhood experience helped prepare her for the blended family that she and her husband of 27 years have, which includes five children, three grandchildren and one grandchild on the way.

As a Bay Area native, Carole savors moments shared at landmarks, and it was her love of dance that led her to the San Francisco Palladium one fateful night nearly three decades ago, where she met the love of her life.

While her considerable skills often lead to negotiations and breakthroughs, there is one arena in which Carole never cedes ground. "I'm a Dallas Cowboy fan in a house of (San Francisco) 49er fans," she confesses. "I'm excited that football season is here. Game on!"

[California Council of Community Behavioral Health Agencies](#)

(CCCBHA) Conference in Sacramento.

Founded in 1985, the CCCBHA promotes comprehensive, responsive and integrated service systems by enhancing the ability of nonprofit member agencies to provide mental health services that empower clients to lead full and productive lives.

In 1999, CCCBHA was instrumental in the design and implementation of a pioneering, three-county program that served homeless people, parolees and probationers with serious mental illness. It has continued to expand incrementally and provides nonprofit mental health agency executives with support in many arenas.

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## Felton Staff Presents at ICHR Conference



Dr. Nev Jones, Adriana Furuzawa, Anna Ballas

From September 25–28, researchers from nine countries, including Australia, New Zealand, France, South Korea and the United Kingdom, gathered in Chicago for the [International Consortium on Hallucination Research](#) (ICHR), an international conference on voices and psychosis co-sponsored by Felton Institute, the University of

Whether cheering on her favorite team or her clients, Carole believes in finding victory in every situation.

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## Felton's CIRCE at Dreamforce 2016



The force was with several members of our Felton/CIRCE Family, including President and CEO Al Gilbert, IT Director Kenji Paschen, SCSEP Manager Derek Toliver and Communications and IT Associate Czach Hidalgo, when they joined 170,000 other tech experts as [Dreamforce](#) filled the streets of San Francisco during the first week of October.

This is the 14th year that Salesforce has hosted what is now the world's largest tech conference.



Highlights included keynotes from Marc Benioff and Tony Robbins, a fireside chat with Melinda Gates and Robin Roberts, and a concert

Chicago and the University of Illinois.

Dr. Nev Jones, Felton's Director of [Research and Evaluation](#), presented on early intervention in psychosis, and PREP ([Prevention and Recovery in Early Psychosis](#)) Division Director Adriana Furuzawa, and PREP Monterey Program Manager Anna Ballas shared information about a forthcoming set of early psychosis higher education toolkits.

The first-day keynote featured a cutting-edge tablet app developed in France to assess and explore hallucinations in young children.

Many of the world's leading therapy for psychosis researchers presented, as well as neuroimaging experts, anthropologists, interdisciplinary medical humanities scholars and experts by experience.

The conference served as the inaugural North American satellite meeting for the International Consortium on Hallucination Research, a transnational research network that convenes regular expert working groups on important topics in research and intervention. The next working group meetings will be held in Paris during the next summer of 2017, and Felton will be a sponsor at that conference.



Dr. Nev Jones at ICHR

by U2.

[CIRCE Software Incorporated](#), a fully owned subsidiary of Felton Institute that operates on the backbone of Salesforce, sent representatives to Dreamforce with the goal of continuing to stay ahead of the curve and becoming even more effective in providing software as a service to a specific group of businesses, organizations and governments.

Because of the power behind Salesforce, CIRCE can offer social service and government agencies, housing authorities, and schools ways to manage cases and clients online from anywhere in the world, as long as they have internet access.

CIRCE has transformed how Felton Institute organizes data in all program divisions by reducing paperwork and increasing time spent with clients. Productivity has skyrocketed and client management is constant and up-to-date, which pleases funders.



Throughout the conference, millennials, Generation Xers, and baby boomers chatting in English, German, French, Spanish, Hindi, Japanese and Chinese were alternately dashing to one of 3,000 sessions or enjoying umbrella shade with a packed

Felton Research is also pleased to announce that Dr. Nev Jones is a core team member of an international peer leadership academy development project recently awarded competitive development funding by the federal Substance Abuse and Mental Health Administration (SAMHSA).

The project is led by Dr. Larry Davidson of Yale, and other team members include researchers and thought leaders from New Zealand, Australia, and the United States.

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## Felton's Yohana Quiroz Speaks at City Hall and is Interviewed By Univision



Univision's Luz Pena interviews Yohana Quiroz

On Tuesday, September 27, 2016, Yohana Quiroz, director of Felton's [Children, Youth and Family](#) division, was invited to speak on behalf of families with infants and toddlers at San Francisco Board [Supervisor Norman Yee](#)'s press conference.

Supervisor Yee introduced legislation to create the city's first Infant and Toddler Early Learning Scholarship Fund to expand access

lunch and flavored ice teas in Yerba Buena Gardens.

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## Meet The Felton Board



Lisa Loughney Veronica Garcia

Each month, we invite you to learn more about the dedicated and gifted members of Felton's Board of Directors. To read more about the entire board, please visit [felton.org](http://felton.org).

Lisa Loughney has served as a board member since March of 2012. She is a former board chair and vice chair, and chaired the Finance and Development Committees. Currently, she serves as co-chair of the Finance Committee.

Previously, Lisa was senior vice president and strategic planning manager with Wells Fargo, focused on technology risk, and leading enterprise-wide, cross-functional teams and Project Management Offices (PMOs) in addition to other broad financial services experience.

Lisa has an MBA in marketing and a BA from the University of Pittsburgh, and is a Certified Financial Professional credentialed with the global Association of

to quality infant and toddler care and support quality care providers that serve the zero- to three-year-old population.



In addition to Yohana, speakers at the briefing included September Jarrett, director of the [Office of Early Care and Education](#) for the City of San Francisco; Winnie Kong, family child care provider and operator of the [Early Bird School](#); and the mother of a seven-month-old who left her job because she was unable to find quality infant care in the city.

Supervisor Yee stated that "high-quality and affordable childcare remains one of the most important issues facing families today."

Yohana shared the frightening fact that for every available space for infant and toddler child care in San Francisco, there are eleven other infants/toddlers waiting to receive care. Addressing Felton's continued expansion, she said, "We have served low-income families for many decades and recently expanded services into the Bayview and Visitacion Valley neighborhoods. We opened an infant toddler program in that community as a result of the high need."

Immediately after the briefing,

Financial Professionals.

Veronica Garcia is Felton's newest board member, having joined in August of 2016. She currently serves as a policy analyst for the San Francisco Human Rights Commission. Veronica's work includes building positive community relations between San Francisco police officers and youth, particularly in historically underserved communities, and directing the Commission's youth initiatives.

As a former client of Felton's TAPP program and a graduate of Hilltop High School, Veronica brings firsthand experience of the positive and powerful impact resources can have on a person's life.

Veronica has always had a passion for and commitment to social and racial justice. During her time as a student at City College of San Francisco (CCSF), she served as the base-building leader with Students Making a Change, a project of Coleman Advocates for Children and Youth.

Veronica is a first-generation college graduate with a degree in Latino/Latina Studies from San Francisco State University and a proud San Francisco native and mother.



Yohana was interviewed by reporter Luz Pena from Spanish television network Univision.

Click on the video below to view the interview.



Katharine "Kitty" Felton

## Felton Fact

The first juvenile court and ensuing probation officer on the west coast were established in San Francisco, California, with enthusiastic assistance from Katharine Felton, the Associated Charities of San Francisco—now Felton Institute, and her allies that comprised the San Francisco Committee, including political dignitaries, clergy and other influential men and women.



## Felton's Influence and You

Felton Institute invests in multiple program divisions that serve the widest spectrum of clients of all ages and backgrounds in San Francisco, the Bay Area and our country. Chances are you've come in contact with one or several of the programs Felton manages within the immediate Bay Area. However, we would like to take a moment to introduce this month's featured program.

The [Felton Young Adult Court](#) is one such program that serves the 18 – 25 year olds who are in challenging positions due to a less-than-ideal life decisions. The court strives to align opportunities for accountability and transformation with the unique needs and developmental stages of this age group.

In some cases, criminal records are exchanged for different types of rehabilitation, depending on the individual, the crime and other factors. More often than not, it is a win-win situation for all parties involved.

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In 1902, the Honorable Ben B. Lindsay was invited to the Bay Area to speak in reference to the recently created juvenile court system established in Denver, Colorado. After overcoming both active and passive resistance to the juvenile court bill before it became law in 1903, Kitty Felton found a women's club that guaranteed \$50 a month as a salary for the first juvenile court probation officer. Shortly after, she contacted one of her oldest friends to fill the new position.

Mrs. Llonda Stebbins Fletcher, a graduate from what is today Stanford University, booked the first train to San Francisco and ended up never using the return ticket. Because the police looked on the juvenile court as a highly dubious and unwelcome innovation, Llonda had an especially difficult task ahead of her. History tells the story that Llonda spiritedly accepted the challenge and was successfully able to win over existing law enforcement, although grudgingly at first, and within six years of her appointment, city and county funds were appropriated to pay the salaries of probation officers and deputies.


Since then, it is now commonplace to see a juvenile court system in place in virtually every county in the United States.

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## Your Valued Participation




View our videos on  YouTube

 Like us on Facebook

Follow us on  twitter

View our photos on  flickr

Forward this email  
to a friend  

With your help, Felton Institute can continue to be the answer for many men, women and children in need.

Your gift of any amount will make a difference to people living among us who require social services, mental health care and ongoing intensive care management.

We thank you for being a friend and a partner and helping us pay it forward.

