



Felton Institute Newsletter

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TRANSFORMING LIVES
& INNOVATING SINCE 1889

www.felton.org

SPOTLIGHT

Charisse Lloyd

Program Director of Felton's
Full Circle Family Program (FCFP)
Children, Youth & Family Division



San Francisco native Charisse Lloyd found herself at a crossroads back in 1999. She was pregnant, living at home with her grandmother in Lower Pacific Heights, and desperately wanted to stand on her own feet as she started her family. The decision to join Felton's (then Family Service Agency) Welfare to Work program, which supports people on cash assistance get jobs and become self-sufficient, was her first step on that journey.

Charisse recalls the moment she reluctantly decided to go on welfare, "So I said ok, you could either do one or two things. You can either become a statistic, a person who just relies on this income, or you can use this income to your benefit and make the best of it. So I gave myself a timeframe of two years. Family Services Agency stepped in, right on time."

Her goals were clear: independence, her own home, a stable job, and a good education for her son. Upon completing the program, Charisse was asked to join the agency as an administrative assistant, a job she held three years until she switched over to the Tender Lions Program, which supports mental health support for children and their families. Her career growth in the agency was reflected in personal transformation. Confessing to having trust issues, Charisse says the family-like and tight-knit support of the co-workers slowly opened her up to people, helping her become a better person and a better employee. Working at Felton Institute was never short of providing inspirational female mentors in leadership. Charisse says one special person to her was Dr. Carole McKindley Alvarez, an African American woman and psychology professor, who specializes in gender violence, diversity and psychology. “Those are the type of people who I feel that feed my brain, and I was inspired to be like them. And you aspire to be like the people you come in contact with.”

She refined her early dreams of working in behavioral health as a psychiatrist to that of managing a mental health program. The climb up the agency ladder was steady and strong, as Charisse was promoted to Program Manager and later, Program Director. The Tender Lions Program she now manages was changed to Full Circle Family Program (FCFP), a fortuitous renaming that is not lost on Charisse as it reflects on her 19-year-journey from being a client to a director.

“ We chose the name Full Circle Family Program because it also represents the agency that we work for...to be able to provide family support and services, we have to show that we are a family within our own entity. If they see how we are together, they will form a family trust with us, meaning they will be more inclined to open up to us.

- Charisse Lloyd

Charisse adds, “When clients are referred to our program for mental health support, we start at the beginning of the circle. And so what we are doing is building a circle of trust, of family, of responsibility, of livelihood and we are showing that young person and their family that we don’t have to do it alone. There’s a circle of us, a team of us that will help them meet their goals.” Charisse is proud of her team, which is small but mighty. The program supports 23 families with a staff of three. FCFP provides mental health services to children ages 4-18 and their families living throughout San Francisco. She explains that their work is critical at these times because so many families, especially African American families, are in need of mental health services. Through education and increased awareness, dispelling the stigma around mental health issues paves the way for treatment and better futures. Foremost, building trust with the families she serves is essential. ■

For more information about Felton’s Full Circle Family Program (FCFP), please visit the [FCFP program page](#), email fcfp@felton.org, or call (415) 474-7310 Ext. 453.

Mayor London Breed of San Francisco Declares Oct. 30 Felton Institute Day!

Let's look back at one highlight of last year's 130th Anniversary celebration, when San Francisco Mayor London Breed officially proclaimed October 30 as Felton Institute Day in San Francisco.



On October 30, 2019, Mayor London Breed commended the agency's work and commitment to the city of San Francisco, saying, "Felton has stood the test of time because of its commitment ... to all those who need that extra wrap-around support services. Felton is an important partner in making us deliver what is necessary to make San Francisco a better, more equitable place for our residents."

Felton Institute President and CEO Al Gilbert received the proclamation certificate, as the Mayor expressed her gratitude and involvement in programs. Felton Institute can trace its roots back to 1889. The agency, first called Associated Charities, was founded as the first relief organization in the city of San Francisco. Most famously, Felton Institute spearheaded relief efforts following the 1906 San Francisco Earthquake. 📺



"Felton has stood the test of time because of its commitment"

Mayor London Breed

Oct, 30th.

Felton Institute Day in San Francisco!

Felton Institute President and CEO Al Gilbert receiving the Felton Day proclamation certificate in 2019 from Mayor Breed.



OCTOBER, 30 2020

HAPPY FELTON DAY!

#feltoninstituteday



Ombudsmen Protect Nursing Home Residents Rights

The month of October is Residents' Rights Month, an annual event to honor residents living in all long-term care facilities and consumers receiving services in their home or community.



In this new era of COVID-19, protecting residents' rights is crucial. Thanks to legislation in the 80s, safeguards and laws were passed to protect the elderly. One such federal mandate included the formation of the [nationwide Long-term Care Ombudsman Program](#). There are currently 35 Ombudsmen Programs in California, including [one run by Felton Institute](#) in San Francisco.

VOLUNTEER TODAY!

Make a Difference in the Lives of Many



The San Francisco Long-Term Care Ombudsman Program is recruiting volunteers to visit and provide support to seniors and persons with disabilities living in long-term care facilities.

To Learn More, Call (415) 751-9788

You can also email us or learn more online:
ombudsman@felton.org | felton.org/ombudsman

OMBUDSMAN DURING COVID-19

Many nursing homes remain on lockdown, isolating its residents from family to ensure the best health practices around COVID-19. These safety measures, while important, can also cause stress and confusion for the elderly. Having an ombudsman visit can make a world of difference for their mental health and well-being.

Ombudsmen are professional staff and outreach volunteers responsible for protecting residents' health, safety, welfare, and rights in long-term care facilities. Apart from investigating complaints, ombudsmen conduct regular visits to monitor residents' quality of life, providing support and friendly contact. The service is free and confidential.

For more information, contact:

Program Director: Benson Nadell
6221 Geary Blvd. San Francisco CA 94121
ombudsman@felton.org or 415-751-9788

HAVE SPARE TIME?

WANT TO MAKE A DIFFERENCE?

The State of California offers a 36-hour training for FREE. It leads to State Certification as an Ombudsman. Upon completion of training, volunteers are asked to commit to 5 hours/week for at least one year.

At the core of the [Ombudsman Program](#), you will find a group of trained and certified Volunteer Field Ombudsman. Many Field Ombudsmen are retired professionals from various fields who visit and help resolve issues concerning the well-being of residents.

Your participation in the [Ombudsman Program](#) can make a real difference in the life of residents in long-term care facilities. 📌

Call us today!

*This is your opportunity to truly make a difference
in the lives of many!*

(415) 751-9788 or ombudsman@felton.org

Celebrating LGBTQ History Month

Felton Institute joined the rest of the nation in celebrating October as LGBTQ History Month.



Felton Institute joined the rest of the nation in celebrating October as [LGBTQ History Month](#). The month-long celebration serves as a reminder to both the LGBTQ and broader communities of the important roles LGBTQ people have taken in creating the social, legal, and political worlds we live in today.

SAN FRANCISCO SUICIDE PREVENTION

Felton Institute is proud that our [San Francisco Suicide Prevention \(SFSP\) program](#) was founded in 1962 by late gay Anglican Priest Bernard Mayes. Targeting the LGBT community, Mayes started handing out matchbooks in the Tenderloin neighborhood, offering hotline information and the words “Thinking of ending it? Call Bruce.” According to a national study, LGBTQ youth are almost five times as likely to have attempted suicide than heterosexual youth. Today, the agency receives nearly 200 calls a day, saving lives one phone call at a time.

*SFSP's 24-hour crisis line is (415) 781-0500.
Its HIV Nightline is (415) 434-2437 or 1-800-273-2437*

*For the crisis text line, text MYLIFE to 741741.
For more information, visit www.sfsuicide.org.*

LGBTQ+ SENIORS



Our Senior Division provides an LGBTQ friendly and welcoming experience for our LGBTQ senior clients. We provide services designed to recognize and affirm the life experiences of our LGBTQ clients and to assist them in overcoming barriers to access and utilization of services that are specific to LGBTQ seniors.

LGBTQ older adults are nationally in an underserved and understudied population, yet in the year 2060, there will be over five million LGBTQ seniors. LGBTQ adults face unique circumstances, such as fear of discrimination. Many do not have children to help them in older age. Senior housing, transportation, legal services, support groups, and social events were the most commonly cited services needed in the LGBTQ community. They are also at higher risk for social isolation, putting them at higher risk of mental and physical health problems, chronic conditions, and even premature death.

*Cathy Spensley, Senior Division Director
(415) 474-7310 ext 435
1500 Franklin St., SF, CA 94109*

A DAY OF GIVING

SAVE THE DATE!

December 1 #GivingTuesday

Save the date! [Giving Tuesday](#) is set for December 1 this year, but it's never too early to tell you family and friends about how they can donate to and support Felton Institute.



[Giving Tuesday](#) is a global generosity movement, unleashing the power of people and organizations to transform their communities and their world. Launched in 2012 as a simple idea: create a day that encourages people to do good.

Felton Institute clients include local income families, children, the unhoused, the elder, those at risk for suicide and people living with disabilities. We welcome your financial support as we address these needs in our local community.

*Those who are interested in joining Felton Institute's
GivingTuesday initiative can visit www.felton.org/donate*



Make a *Donation* to Felton Institute today!

Help Felton continue creating impact in the Bay Area by making a [monthly or yearly commitment](#).

All contributions are tax-deductible.

Felton Institute is a tax-exempt organization registered 501(c)(3) nonprofit under EIN 94-1156530.



DONATE



Help transform your community!



MOBILE PHONE DONATION:
Text 'FELTON' to 41444 to donate today!



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