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BACS Programs

In 1953 the Oakland Council of Churches began programs to create a bridge between churches and social service agencies in Alameda County. The agency transformed over the years (including changing its name to BACS in 1981), but its work to address the needs of Alameda County still holds true today. Current agency programs began on the following dates:

- Towne House CLC: 1969
- South County CLC: 1972
- Four Bridges CLC: 1973
- Supported Independent Living: 1973
- Senior Nutrition: 1974
- Valley Support CLC: 1974
- Hedco House CLC: 1975
- Adult Day Care - Oakland: 1987
- Affordable Home Care: 1989
- Case Management: 1993
- Money Management Assistance Program: 1993
- Woodroe Place Crisis Residential Program: 1996
- Employment Program: 1999
- Adult Day Care - Fremont: 2000
- Adult Day Health Care - Fremont: 2001
- Care Management: 2001
- Senior Transportation: 2002

MISSION STATEMENT

BACS' mission, to the people of our community with specific needs imposed by age or disability, is to improve the quality of their lives through the quality of our services.

We commit ourselves and the resources of the community entrusted to us to:

- the development of stable support services to promote community-based independent living and other alternatives to traditional institutional care;
- the operation of a select range of ongoing services that are safe, healthy, accessible, affordable and cost effective, and that recognize our clients' abilities, interests, cultural preferences, as well as their changing needs.

F O C U S



BAY AREA COMMUNITY SERVICES

Senior Care Management Program a critical success

BACS' Senior Care Management Program (SCMP) is a service for lower-income seniors in Alameda County. Begun in 2001 with funding from the Richard and Rhoda Goldman Fund, SCMP is among the most critical services the agency provides.

The program is designed to prevent elder abuse, keep seniors independent and provide the resources they need to live safely at home.

The SCMP serves those 60+ whose income from all sources is less than \$60,000 per year and who are at risk of abuse or premature institutionalization. Self-neglect and abuse by family members or strangers can develop when there is no one to oversee a frail elder's care.

The SCMP is an outgrowth of BACS' successful Money Management Assistance Program (MMAP), which made the agency realize how many of money management clients had other needs its volunteer program couldn't meet. Both programs are part of BACS' Older Adult Program.

"We could see the missing piece in that we could not help people who had other needs, in addition to money management, such as home care, housing, and bringing in other resources," says BACS Director of Senior Home Services Ish Mendonsa. "We went to the Goldman Fund because they were interested in elder abuse prevention. They saw the services we wanted to provide as filling an unmet need in the community. It's been a wonderful partnership."

BACS has received continued funding for this program from the Goldman Fund for a third grant year. During the first two years, BACS provided care management services to 164 seniors, 20% more than anticipated. The youngest client served was 60, the oldest was 106, and the average age was 75.

"We are the only program in Alameda County providing these services to low- and moderate income people for free," says Mendonsa. "We get five to 10 new referrals every month. We're seeking to hire a third care manager because we have so many clients."

That's not surprising, considering these sobering statistics on elder abuse.

- Between 1-2 million elderly Americans from all cultural and socio-economic backgrounds experience elder abuse each year (Legal Assistance for Seniors).
- One out of every 20 elders is estimated to be a victim of elder abuse or neglect (California Department of Justice).
- Only one out of every 14 elder abuse cases is reported (Legal Assistance for Seniors).



BACS CARE MANAGER STEPHANIE MARSILI AND CLIENT ANNA MCNAIR, OF OAKLAND.

- Two-thirds of elder abuse perpetrators are family members (National Aging Resource Center on Elder Abuse).
- More than 225,000 Californians become victims of elder and dependent adult abuse each year (National Aging Resource Center on Elder Abuse).

According to the Area Agency on Aging, reports of elder abuse in Alameda County have nearly tripled, from 934 cases in 1995 to 2,712 cases in 2002. This is partially due to a growing elderly population. In 2000, 193,858 people 60 years and older were living in Alameda County.

The SCMP ensures that seniors have safe and clean housing, income, transportation, socialization, and senior day care; assists seniors in filling out applications for and obtaining approvals for benefits, such as MediCal and in Home Support Services (IHSS); schedules doctors' appointments and makes transportation arrangements to the doctors' offices; arranges grocery and meal deliveries for seniors who have little food or no means of obtaining food; schedules home repairs; helps seniors organize their medications; informs seniors of resources available to them; arranges for pet care; intercedes and/or advocates on behalf of seniors with banks, doctors and pharmacists.

Additionally, SCMP staff works closely with BACS' Home Care Registry service to find in-home service providers for personal care, shopping, transportation and house cleaning.

"We measure our success by being able to keep people at home and out of institutions, improving their physical and mental well being, and stopping any abuse that's been going on," says Mendonsa. "In that regard we have been very successful." ■

BACS' Senior Shuttle provides mobility and access to services.

— inside —

FROM THE EXECUTIVE DIRECTOR

It is not often that reality exceeds your best expectations. As BACS marks its 50th anniversary, we have spent some time researching the Agency's history. We've seen a pattern in our first half-century that still holds true today. First, steps are taken when the need for change arises, and from this a chain reaction occurs and programs and services evolve. Seeing what "could be" turn into a successful reality that improves the lives of our clients continues to encourage and inspire us.

Several years ago, in the course of fulfilling client needs in several of our programs, we uncovered new needs to be met. By taking the chance to expand the Mental Health Case Management/Supported Independent Living Program, the Older Adult Care Management Program, and create the Senior Shuttle, the staff at BACS was able to find the necessary additional financial resources—both public and private—and make these services a reality. BACS is extremely fortunate to have staff who keep propelling the Agency forward.

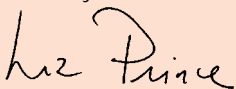
I am happy to report that, despite major State and County deficits, BACS weathered the budget storm. But, as we all know, California's budget problems will likely be with us for several years. One-time-only monies at the County level covered some of the cuts we were slated for, so we can expect to see some impact next fiscal year.

We've celebrated the 50th anniversary of BACS with two wonderful parties. Over the summer, over a hundred staff members and guests shared an afternoon of food, sun and games at Ardenwood Farms. It was a great way to unwind and spend some quality time with each other. In the fall, some long-time donors, board members, and their guests enjoyed a festive afternoon of jazz along with some BACS history.

Sadly, we recently lost two important members of our community. Alain Cretin, our Transportation Coordinator, and Dan Bloom, Board member, both lost their battle with cancer earlier this fall. We have highlighted just a few of their contributions to BACS in this newsletter. We are grateful for their contributions and will miss them both very much.

Finally, the newly renovated South County Creative Living Center opened its doors. We are delighted with the building and look forward to a happy, productive future for the new clubhouse. If you are in Fremont, please stop by and take a tour!

Sincerely,



Liz Prince
Executive Director

SHIA grant enhances BACS program

The receipt of a state grant last year has enabled BACS to allow more clients to move out of BACS Supported Independent Living units into community housing, and to hire a new housing coordinator to facilitate these moves.

BACS received a three-year Supportive Housing Initiative Act (SHIA) grant in September 2002, awarded by the state to qualified agencies to assist people with disabilities to find and keep housing.

"Several of our clients have moved to their own apartments or shared living with other people in the community," says Suzanne Gorham, Director of BACS' Case Management/Supported Independent Living Program. "Their ability to do this represents an improvement in their psychiatric disability and the ability to manage their lives without a lot of assistance."

The Case Management/Supported Independent Living Program provides shared home and apartment housing for 50 adults with psychiatric disabilities in Alameda County. BACS case managers provide support services for 110 others living in the community, many of whom attend BACS Creative Living Centers (CLCs), where they receive job counseling and independent living skills training. All Case Management/Supported Independent Living clients spend at least 20 hours a week away from home at jobs, school or at CLCs.

The SHIA grant allows for two additional staff people, a case manager and a housing coordinator. One is paid by the state and the other paid by a matching grant from Alameda County Behavioral Health Care Services. It also includes 15 years of subsidies for two BACS housing programs and five years of subsidized hotel beds in downtown Oakland. Five clients currently reside at the Lakehurst Hotel in Oakland.

"People can live more independently if they have a little more support to make that move," says Gorham. "Now our staff people can find housing for our clients. Previously, we couldn't go out and talk to landlords and pound the pavement and look at all the options where people could afford to live because we didn't have the resources."

"We're also running discharge planning groups in our housing, where we can teach them independent living skills and help them with their transition into the community. The goal is to have our clients move through the system, get to their highest level of functioning as possible, and be as independent as they can be."

It's working. Currently BACS has two housing vacancies, but in June and July there were



TODD JOSS AND KEN GRAY BY THE POOL AT THE MAJESTIC APARTMENTS IN HAYWARD.

Maintaining their independence

Ken Gray and Todd Joss are BACS Care Management/Supported Independent Living program success stories.

Both suffer from paranoid schizophrenia, and both have spent years in the mental health system on their way to living independently. They've had their hard times, but both are thriving now as residents of the Majestic Apartments in Hayward.

"BACS provided the additional help and support I needed for my mental illness to achieve living on my own," says Todd, who does part-time gardening work. "If I had to go through the BACS system again, I would."

Ken volunteers at a nature center and attends Hedco House, one of BACS' Creative Living Centers.

"BACS has helped me remain stable for longer than I could have without their services," he says. "They've provided me with a structured environment, which I needed, because I had been homeless, living out in the streets."

"And they helped me manage my symptoms; my feelings and thinking were confused and they helped me move into this apartment, for which I am very grateful. They are helping me maintain my independence." ■

six vacancies (12 percent of BACS' housing units) because so many people moved out.

That's the kind of progress Gorham likes to see. ■

South County's new clubhouse



participating in the following groups: House and Grounds (general maintenance and gardening skills), Kitchen (cooking skills) and Clerical (general computer and office skills).

The new site has many conveniences nearby. There is an AC Transit bus stop outside our doors, and the bowling alley that we frequent is only a five-minute walk away. There is also a shopping center across the street, with a bank and other stores that meet the member's needs. Our members will truly have a place to belong and the opportunity to participate in meaningful work. ■

— Cathy London, Program Director

BACS celebrates 50 years of service



BACS staff enjoy an afternoon of food and fun at the anniversary picnic.



August 10, 2003



BACS Board and friends celebrate with an afternoon of music and conversation.



September 21, 2003



Senior Shuttle a community treasure

How important is the West Oakland Senior Shuttle? "It's been a boon to the city," says Jeff Weiss, Senior Services Supervisor, City of Oakland Paratransit for the Elderly and Disabled. "The city has benefited quite a bit by having more people at the senior centers. It makes better use of the buildings, has added more programs, and provided food, companionship and a social atmosphere. It's been a lot more than we ever expected."

In the last fiscal year, the shuttle provided 6,465 rides to seniors, averaging 27 individuals per day, Monday through Friday. It serves 15 senior buildings - some public housing, some privately owned, some non-profit owned - in West Oakland and parts of North Oakland. Prime destinations include shopping centers in Oakland and Emeryville and the West Oakland Senior Center, where BACS serves senior lunches four days a week. Each van has a driver and attendant, and can accommodate up to 14 individuals plus two in wheelchairs, or 18 people without wheelchairs.

The shuttle started in March 2001, after BACS was awarded funding by the 7th Street McClymonds Neighborhood Improvement Initiative, with funding from The Hewlett



LOUISE ADKINS, CARRELL ELLIS, JESSIE RIVERS, RANDALL MCGREW AND SAMELLA JACKSON PREPARE TO BOARD THE SENIOR SHUTTLE AT THE WEST OAKLAND SENIOR CENTER.

Foundation, distributed by The San Francisco Foundation, and Alameda County Measure B funds. The catalyst was numerous complaints the city received that contracted taxi and wheelchair van lift companies wouldn't help seniors with carrying their groceries and would deliver people to grocery stores but leave them stranded for a ride home.

The Oakland Commission on Aging talked

to BACS at Weiss's suggestion. "I knew they were interested in paratransit," he says.

Bobbi Bond, a volunteer member of the Commission on Aging and outreach coordinator of the Senior Shuttle, says the van provides much more than a hot meal and trip to the grocery store.

"Without the shuttle, they'd never leave their homes," says Bobbi. "They just don't get out. And the streets are not safe. For them to be able to shop in Oakland and parts of Emeryville means everything to them. It means they can take part in life again and regain some independence."

The San Francisco Foundation's strong support of the shuttle has been unwavering.

"The big thing is their ability to reach a population of need and one we care deeply about, which is the West Oakland seniors," says The San Francisco Foundation spokesman Rhonnel Sotelo. "Their ability to keep seniors mobile, keep them safe and provide them with access to their desired locations and needed services is something we want to continue. The opportunity that BACS provides, filled a void in the community. When an agency does step in, that's something The San Francisco Foundation wants to support." ■

BACS BOARD OF DIRECTORS

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In memoriam

BACS is saddened to report the passing of two extraordinary people.

Alain Cretin, the transportation coordinator for BACS, died August 26. He was 46. Alain began as our Transportation Coordinator in January 2001, working initially on a feasibility plan for BACS to analyze the possibilities for enhancement of para-transit services for Alameda County.

That work led to the establishment of the West Oakland Senior Shuttle, a very successful and popular fixed-route shuttle that brings seniors from their residences to various shopping and dining sites. He was very committed to helping seniors get access to food and improving their quality of life.

Daniel Bloom, who joined the BACS board in 1998 after his wife Judith's term expired, died September 1. He was 66. Dan was active on the Finance and Development committees, and served a term as Vice-President.

His finance experience and years of non-profit board experience made him a very valuable board member. He was very generous with both his donations and his time, and served as a catalyst for the board in terms of development, using his many community connections to bring resources to the agency.

Alain and Daniel will be greatly missed by the agency and by those who knew them. ■



ALAIN CRETIN



DANIEL BLOOM

BACS thanks you!

Bay Area Community Services thanks the following donors for their support of programs that benefit the elderly and adults with mental illness in our community. Their dedication and tremendous generosity makes it possible for us to serve the needs of our clients.

- City of Oakland Department of Human Services: \$33,750 for the Senior Nutrition Program.
- The Gordon and Clare Johnson Charitable Annuity Trust: \$5,000 for Affordable Senior Home Services.
- Kaiser Foundation: \$2,000 for Hedco Creative Living Center.
- Northern California Community Loan Fund: \$50,000 for the South County Creative Living Center Building Fund.
- San Francisco Foundation: \$20,000 for Development.
- San Francisco Foundation: \$27,500 for the West Oakland Senior Shuttle.
- Tri Valley Community Foundation: \$7,000 for the Employment Program.
- True North Foundation: \$30,000 for Meals On Wheels.
- Wells Fargo Foundation: \$10,000 for the Senior Care Management Program to prevent elder abuse. ■



Bay Area Community Services

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Oakland, CA 94621-2269

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BACS Telephone Directory

BACS helps right here at home in Alameda County.
Among our 40 locations are:

Administrative Offices

Administration	510-613-0330
Accounting/Finance	510-613-0327
Development Office	510-613-0323
Personnel	510-613-0326
FAX	510-569-4589
TDD	510-613-0328

Older Adult Services

Adult Day Care Services & Adult Day Health Care Services, Fremont	510-656-7742
Adult Day Care Services, Oakland	510-601-1074

TDD for Following Programs	510-271-8832
Affordable Home Care Services	510-271-6078
Care Management	510-271-6077
Money Management Assistance Program	510-271-4149

TDD for Following Programs	510-986-8902
Meals on Wheels	510-986-8916
Older Adult Services	510-986-8900
Senior Nutrition	510-986-8900
Senior Transportation	510-986-8913

Mental Health Services

Case Management/Supported Independent Living	510-272-4797
TDD	510-271-8832
Creative Living Centers	510-613-0330
Four Bridges, Alameda	510-301-2150
Hedco House, Hayward	510-247-8235
South County, Tri-Cities	510-657-7425
Towne House, Oakland	510-658-9480
Valley, Tri-Valley	925-484-8457
Crisis Residential Program - Woodroge Place	510-537-1688
Employment Program	510-433-9817

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