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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

Longtime staff members true to BACS' mission

A unique agency whose programs meet the changing needs of the community, the ability to reach out and brighten lives, an atmosphere that encourages professional staff development.

These are among the reasons BACS has been able to attract a loyal staff, many of whom have been with the agency more than 10 years. In our 50th anniversary year, we turn to these staff members to talk about the agency, their programs and how their journey has been.

Whether in our Mental Health Programs or Older Adult Programs, many staff mentioned how their lives have been enriched through their relationships with clients. Our Meals on Wheels drivers, Alfredo, Maria and John all talked about clients whose lives they have become a part of through delivering meals every day, and Michael noted that he is sometimes the only person seniors on his route see during the day.

Amanda, an Adult Day Care Program Aide, talked about how good it feels to watch someone improve when they come to the center. Seeing them get stronger "gives me a little uplift in the heart."

Gail, a Senior Mental Health Worker, talked about clients who stay connected even when they no longer need our services. "It makes me feel good when I see that they remember the program and recognize how far they've come."

Susan, at South County CLC, summed it up when she said, "Many of the members have been with CLC since I started. Many of them were young, and I was young, too. Now they're getting older, and so am I. We've aged gracefully together." Her co-worker Chris adds, "this is like a family environment to me."

Staff also talked about how important BACS' programs have been to Alameda County.

Dan at Woodroe Crisis Residential Center has seen a lot of changes in the mental health system over the years and said, "BACS has embraced the changes the county wanted in alternatives to hospitalization. The agency has been open to change in the mental health field and that has kept our programs relevant and appealing."

Suzanne, from the Case Management/Supported Independent Living Program, noted how BACS is well respected in the community. "We have become a real resource for the county and for our clients."

BACS has developed this relationship over its history in Alameda county, as explained by Barbara, our Chief Financial Officer, because "we are constant to the mission we have. That's always foremost in all the decisions we make. We are all aware of our mission; it brings us together to do what we do."

Whether working in our programs or in



**PICTURED: (LEFT TO RIGHT)
(YEARS OF SERVICE IN PARENTHESES)**

**TOP: JOHN MINGER, MEALS ON WHEELS (16)
 AMANDA CARTWRIGHT, ADULT DAY CARE (13)
 MARIA HERNANDEZ, MEALS ON WHEELS (10)
 BARBARA MACAULIFFE, CFO (13)
 MILLY ALVAREZ, TOWNE HOUSE CLC (23)
 SUZANNE GORHAM, CASE MANAGEMENT/
 SUPPORTED INDEPENDENT LIVING (12)
 MARIANO ANGELES, ACCOUNTANT (10).**

**BOTTOM: CHRISTINE MCCUTCHEON, SOUTH
 COUNTY CLC (18)
 SUE DAMAS, SOUTH COUNTY CLC (19)
 DAN PRATT, WOODROE CRISIS RESIDENTIAL
 PROGRAM (21)
 GAIL SCHUCKLE, VALLEY SUPPORT CLC (11).**

**NOT PICTURED: MICHAEL JACKSON, MEALS ON
 WHEELS (22)
 ALFREDO ARREOLA, MEALS ON WHEELS (15)
 ETHEL MAY SHAW, WOODROE CRISIS
 RESIDENTIAL PROGRAM (15).**

operations, staff feels confident knowing their work is valuable to the community. Mariano, our accountant said, "It's fulfilling to see how people are being helped, and gratifying to be of help any way I can."

BACS' staff is also appreciative of the supportive environment the agency nourishes for its workers and the personal reward that working with people in need brings to their lives.

Suzanne, in CM/SIL, feels this job has been the right fit because "BACS has offered

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FROM THE EXECUTIVE DIRECTOR

This year marks Bay Area Community Services' 50th anniversary serving residents of Alameda County.

Despite the many, and often startling, changes the world has witnessed in the last half-century, the needs BACS was established to meet — services to older adults and to adults with mental illness — remain a constant. As the world has learned more about the nature of mental illness and as the face of aging in our country changes, BACS programs have grown and changed to meet the challenges.

This newsletter has always highlighted our clients and services. In this issue, we've added a feature about just a few of the many dedicated staff members that keep those services going. I hope it offers some insight into the compelling reasons we as a staff do what we do.

While I am a BACS veteran of ten years standing, I have been executive director for just six months. The change in roles has afforded me an opportunity to look at the agency from a new perspective, and I am newly impressed — not to mention proud — by the scope, depth, and quality of our services.

The donor acknowledgement on the opposite page is more than just a list of names. You are the stakeholders, the ones who have allowed this agency — year in, year out — to continue to provide our much-needed services.

We all know that these are tense economic times. We at BACS await word of the final impact of proposed federal, state, county and city budget cuts, but we do so with the confidence that comes from knowing that sound fiscal stewardship is an essential quality of our organization. We know well how to watch our budgets closely, for we have been doing just that for years.

Thanks in no small part to the strong management of my predecessor, Susan Garbuio, we step into these uncertain times in a strong position. Thanks to the commitment of our staff — both seasoned veterans and welcome newcomers to the agency — we know the people receiving our vital services will continue to be provided for with care and skill.

And thanks to the dedication of our donors and Board of Directors, our mission will continue to be a daily reality for the thousands of individuals who rely on our services.

Sincerely



Liz Prince
Executive Director

BACS clients grateful for helpful programs

Whether it's assistance with developing independent living skills, help with money management or a nutritious meal, the consistency and longevity of BACS' mental health and older adult programs have made a significant positive impact on people's lives. Here are four stories of how our programs have made a difference.

Kayann Johnson has been in the mental health system for 34 years, beginning at age 18. She is diagnosed with bi-polar disorder.

Jeff Hedstrom, 41, is diagnosed with paranoid schizophrenia. He spent several years at Napa State Hospital.

Rosa Hines, 81, grieved so hard when her husband died that she couldn't do anything for herself. Carlos Clark, 79, came to us in a time of financial crisis 10 years ago.

All are doing well in BACS programs, which have helped them lead more fulfilling, independent lives.

Kayann has attended Towne House Creative Living Center in Oakland for nine years and entered BACS' Case Management program, where case manager Michael Yamagata continues to work with her to keep her finances in order.

"I give thanks for how much Towne House has helped me and how much better my life is today," says Kayann, who lives in Union City. "Without Michael I wouldn't be sitting here today.

"When I started at Towne House I came every day. Towne House was there for me. Without this staff I wouldn't be here today. Today I can think more clearly and realistically. I'm not fantasizing or hallucinating any more. I am able to weather highs and lows better. I can't believe how far I've come."

The money management program has served Carlos Clark since 1993. Carlos is in a wheelchair and has multiple health problems, including being on dialysis and being diabetic. When he came to us he had many debts and had lost his utilities and phone and had no provider to care for him. A family member referred him to us because of the debt and also financial abuse.

His volunteer got the credit card debt forgiven, utilities paid for and worked with us to get him a chore provider. Carlos loves the volunteers who have helped him and is no longer stressed over money. "I have more money than I ever had, thanks to Wayne and his help," he says.

Jeff lives at Humphrey Lane, one of BACS' Supported Independent Living facilities, and has attended a creative living center five days a week for seven years. He is



JEFF HEDSTROM AND KAYANN JOHNSON

also in our Case Management program. He is in his 10th year in BACS programs.

"They've helped me a lot because I can live on my own now, and I didn't used to be able to," says Jeff. "It was difficult. Before I came to Humphrey Lane I was at Napa State Hospital. This is much better.

"It feels good to live on my own. I can do what I feel like mostly. I can cook my own meals and I have my own room. I do my own grocery shopping and do my own laundry. I am independent.

"My life is a lot better now than it used to be. I don't think about it a lot, but I guess it's quite an accomplishment."

Rosa was not eating well after her husband, Robert, became ill and died. Subsequent surgeries for glaucoma left her without sight in her left eye. That's when she started receiving Meals on Wheels.

"We were concerned about her skipping meals and not wanting to eat," says Daisy Hall, Rosa's daughter. "It's made a big difference. It gives me peace of mind to know my mother is getting this meal." ■



ROSA HINES

Staff members

Continued from front page

me the opportunity to be of service. I feel very supported and able to follow my vision in serving the disenfranchised." Ethel May at Woodroe Crisis Residential reflected, "Working at BACS I've learned that human behavior is quite complex, that we need to expand our abilities to be more compassionate and loving, understanding and forgiving toward others."

It is clear to see why Milly has been with Towne House Creative Living Center 23

years when she comments, "Treating people with dignity and respect and always holding out hope for them is what has made the agency last as long as it has. That's the way I like to work with people."

The agency sends a special thanks to this group of dedicated staff. Your commitment and leadership sets the bar for all of us at BACS. Those who come to BACS for support are fortunate to have this dedication and caring greet them when they enter our doors. ■

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Board member hosts jazzy fundraiser

Chicago may have won the Academy Award for best picture last month, but the Oscar winner among fundraisers is BACS board member Joni Fausett, who had a jazzy event at her home last year to introduce her friends to the agency.

"I was really interested in getting some of my friends together who knew I was on the BACS board," says Joni, one of the product managers for Proleukin, a drug manufactured by Chiron that potentially gives patients with metastatic melanoma and metastatic kidney cancer a chance of durable response and increased odds of a greater life span. The two diseases have a six- to nine-month prognosis.

"I wanted them to know about BACS, and thought a catered party with live jazz music would be a great venue to expose friends and colleagues to what BACS is, and also have some fun."

So she hired a friend of hers, Jeffrey Chin, a jazz pianist who has a trio, and catered the event. Forty-two people attended and feedback was so positive it spurred Joni to agree to play a bigger role in BACS' development efforts by chairing the Board's Development Committee.

Based on the success of her party, Joni is working with the Board to host a similar event that will be held at Towne House in Oakland this fall.



BOARD MEMBER JONI FAUSETT

"I think people will donate money to causes they believe in and causes their friends believe in," Joni says. "The people BACS serves cannot do this for themselves. They have to rely on others. A lot of my friends work or live in Alameda County, and they didn't even know BACS existed.

"I think about all of us in my age group, 35 plus. We're the 'sandwich generation'; we worry about our kids and our parents. Services for kids are readily accessible; but what would I do if my mom became incapacitated. We don't know what services exist for them. I thought exposure and awareness would be a good thing to bring to my friends." ■



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

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