

# 2022 ANNUAL REPORT



**community  
human services**

hope. help. here.

**Making a positive impact on our community through prevention,  
intervention and treatment services for substance abuse,  
mental health and homelessness.**

# FROM THE DESK OF THE CEO

**Robin McCrae**

Community Human Services strives to look at the big picture. We assist individuals across the lifespan, serving those who are most in need when they need it most. You will meet some of these people in the pages of this annual report. Every year, your support helps thousands of Fidels, Crystals and Roberts. We are grateful to them for sharing their stories. And we are grateful to you for helping make their stories have happy endings.

This annual report reflects the impact of your support. Within its pages, you will also discover how much we were able to expand our mental health and homeless programs during the second year of the COVID-19 pandemic to meet the growing need for services.



The pandemic clearly demonstrated that housing is healthcare and underscored the critical need for people experiencing homelessness to be stably housed to stay well and to stop the spread of the coronavirus.

The pandemic also put a spotlight on behavioral health workers as the Unsung Heroes of the healthcare field. My hat is off to our staff at CHS.

I hope we can continue to count on your support as we have for the past 50+ years. You, too, are Unsung Heroes in my book.

*Robin McCrae*

**30**  
YEARS

CHS' staff and Board of Directors want to congratulate Robin on 30 years of service to CHS and the community. Her tireless commitment to providing the most vulnerable among us with the programs and services they need to help improve their lives has brought important change in how Monterey County addresses substance use, mental health, and homelessness. Thank you for all of your hard work, Robin!

*FYE 2022 overview*

# AGENCY UPDATE



## Community Human Services Named a California Nonprofit of the Year

On June 8th, Community Human was selected as 2022 California Nonprofit of the Year for Senate District 17 by Senator John Laird. Community Human Services is one of more than one hundred nonprofits that were honored by their state senators and assembly members for their outstanding contributions to the communities they serve this year.

“Community Human Services’ ability to address the root causes and underlying issues of substance abuse and mental illness through counseling and recovery services for underserved individuals and families in Monterey County has led to a significant reduction in the reliance on social services, the need for high utilization of emergency services, and recidivism in the criminal justice system,” noted Laird.

“The staff and volunteers at Community Human Services transform the lives of Monterey County residents every day, and we are deeply humbled to be recognized by Senator Laird and the state legislators,” said Robin McCrae, CEO of Community Human Services. McCrae and CHS Board Vice-Chair Cristy Dawson traveled to the State Capitol to receive the award at a special luncheon.



## Community Human Services Board Elected New Officers for FYE 2022

Community Human Services’ board of directors elected a new chairperson, vice-chair and finance chair. At its June 2021 regular board meeting, Sand City Mayor Mary Ann Carbone was elected as chairperson of the board with Cristy Dawson as vice chair and Annette Yee Steck as finance committee chair.

“We’re excited to have someone with Mary Ann’s expertise leading the board during this critical time, with Shuman Hearthouse, a new shelter for women and families with children, on the horizon,” said CHS CEO Robin McCrae. “We have worked diligently to ensure CHS’s board and leadership represents a variety of people from the local communities we serve.”



Mary Ann Carbone



Annette Yee Steck



Cristy Dawson

*FYE 2022 overview*

# MENTAL HEALTH SERVICES



The Family Service Centers' Domestic Violence/Anger Management Program is a probation-certified treatment program for court-referred domestic violence offenders or self-referred individuals seeking treatment for anger management. One individual, Josh, a 27-year-old who recently graduated from the program, told us he was surprised at how much he learned in the 52-week course. During his last class, he openly said, "I told myself that I was not going to fake it and actually learn something when I first came in. I find myself using these skills in my everyday life with my partner and co-workers. The skills work if you apply them, and this course changed my life."



This year CHS' Family Service Centers developed four new programs: Short Term Therapeutic Mental Health Services, Family Support Groups (in partnership with NAMI), Culturally Specific Outreach and Engagement, and the Connect Parenting Program. Connect is being offered in addition to the Nurturing Parenting Program. Connect is a 10-week attachment-based program for parents and caregivers that promotes social, emotional, and behavioral adjustment in children ages 8-18. Nurturing Parenting is a 12-week program for parents of 0-12 year-olds that focuses on positive parenting skills, healthy physical and emotional development, and the appropriate role and developmental expectations. Both programs are evidence-based and offered free of charge.

Many of the parents in the Nurturing Parenting Program are invested in the curriculum, and they show great participation and input. Fiona, a 37-year-old former participant, reached out and shared that she continues to work on maintaining a positive attitude towards her children. She says that changing her vocabulary and demeanor has positively impacted her approach to parenting and her children's response. Additionally, Fiona shared that, "Classes are great -- informative, interactive -- and have enriched my relationships with my kids. Thank you."



*FYE 2022 overview*

# SUBSTANCE USE SERVICES



The Substance Use Prevention Program (SUPP) is a school-based counseling program for students that served over 850 this year. The program aims to provide socio-emotional support to students and to address and identify substance use and abuse issues. SUPP focuses on substance use prevention and education and anger management techniques, provides counseling support, parent/staff/student consultation, information and referrals, and utilizes The Seven Challenges drug intervention curriculum. SUPP has counselors at the following high schools and middle schools: Alisal, Everett Alvarez, North Salinas, Salinas, Mt. Toro, El Puente, Carr Lake, Rancho San Juan, Greenfield, and North Monterey County, Washington, Harden, La Paz, El Sausal, Chalone Peaks, Gavilan View, John Gutierrez, and North County.



Off Main Clinic (OMC) is a narcotic treatment program providing medication-assisted treatment, including counseling and medical consultation, to adults addicted to opiates and adults with severe alcoholism. OMC provides services by delivering safe doses of physician-prescribed medications, in conjunction with supportive counseling. The medications offered at Off Main Clinic are methadone, buprenorphine, disulfiram, and Narcan. The clinic is state-licensed, DEA certified, and accredited by CARF International. This year OMC provided services to over 400 clients.

DAISY, or Drug and Alcohol Intervention Services for Youth, is a program providing intervention and education services for substance-abusing youth ages 13-18 who are referred by parents, schools, Social Services, Monterey County Behavioral Health, Probation, and Juvenile Drug Court. This year DAISY served over 125 at-risk youth and their families by utilizing The Seven Challenges, an evidence-based, developmentally appropriate curriculum designed to engage young people in thinking about their use of alcohol or drugs and the effect it has on their lives; and by offering a Parent Support Group to provide parents with information and tools to help them better understand and support their children in recovery.



*FYE 2022 overview*

# HOMELESS SERVICES



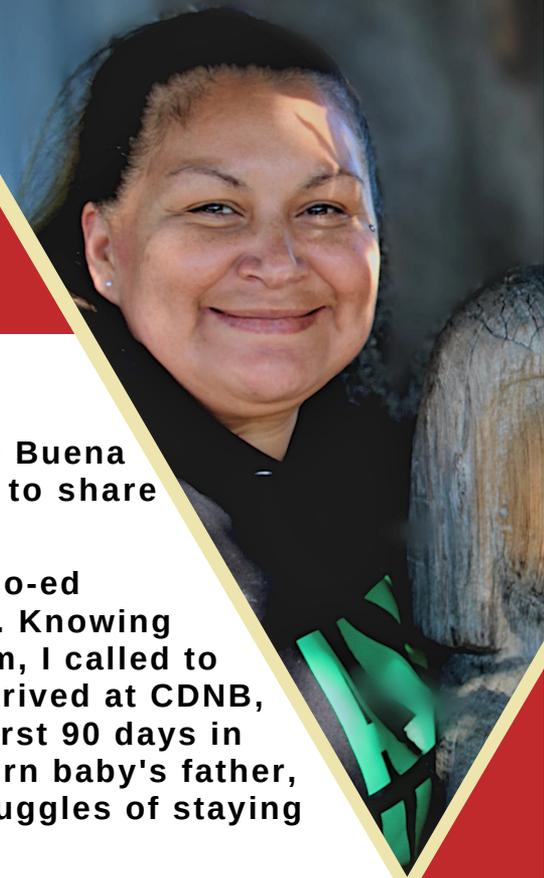
Fidel came to Casa de Noche Buena (CDNB) in April of 2022 with his twin 8-year-old daughters who attend elementary school in MPUSD. Within his first month of being at the shelter, he obtained employment at Gathering for Women as the Food Service Assistant and began rebuilding his life. With his new income, he was able to pay his child support back payments and reinstate his driver's license. He also began the process of working with Monterey County Family Court Services to get full custody of his daughters, something very important to them all. Fidel is now working on obtaining a housing voucher and is excited about what the future holds for his girls and him!



Early in 2021, Robert and Jana moved into Casa de Noche Buena with their two young sons. CDNB staff helped Robert find a job and he is now working full-time, saving money for their future. Case managers also helped Jana apply for and get a work permit and visa. The family was excited to find a 2-bedroom apartment in Hollister. To help them secure their place, CDNB provided the family with rental assistance, security deposit, moving expenses and needed household items. Robert and Jana said, "We would not have been able to find a home without all the help and support the staff at CDNB provided during our stay. THANK YOU for everything you've done for us!"

Henry was 19 when he first came to Safe Place's emergency youth shelter in February 2021. He was unemployed with no government ID and was abusing alcohol to the point of regular blackouts. Through 7 months of case management and support, Henry now has a steady part-time job and is maintaining his sobriety. He also was able to acquire all of his vital documents, including the reinstatement of his driver's license. Henry has since exited the Safe Place program and moved out of state to reconnect with a former partner, but he keeps in touch and reports that he's doing well and that his future is brighter thanks to Safe Place!



*Successes***MEET  
CRYSTAL**

Hello,

My name is Crystal. I was a guest at the Casa de Noche Buena shelter from August 2021 to January 2022 and I'd like to share my story with you.

Prior to being at CDNB, I was at Genesis House, CHS' co-ed residential substance abuse program, for 2-1/2 months. Knowing that I'd be homeless when I graduated from the program, I called to get on the wait list for CDNB when it opened. When I arrived at CDNB, I was 3 months pregnant and newly sober. During my first 90 days in the shelter, I experienced the sudden death of my unborn baby's father, my eldest daughter's suicide attempt, and the daily struggles of staying sober. It was very difficult.

It was also during that time that I had to make one of the hardest decisions of my life - to give my newborn baby girl up for adoption. I don't think I would have been able to follow through with it without the support of the CDNB Staff. Coming back to the shelter after giving birth was hard, but the staff had my room set up and comfortable, which made me feel so cared for!

After recovering from the birth of my child, the staff helped me apply for and obtain my Section 8 voucher and I have since found a studio apartment in Seaside. Also with their guidance and encouragement, I was able to build a resume, look for work, and get a job after not being employed for over 8 years.

I have now been employed at Buffalo Wild Wings for almost a year and I recently became a Shelter Monitor at Casa de Noche Buena, as well. It's been really special to be able to give back to the program that changed my life and provide hope and help to women who are in the same place in life that I was just a little over a year ago.

I am proud to say that now, at 40 years old, I have been in recovery for over a year. (The longest I have been sober in my entire adult life!) I have my own place, and am the happiest I can ever remember being. I'm so grateful for everyone's support!

Staying at CDNB showed me that I can be a successful member of society and a better role model for my children and other women who are walking a similar path.

I AM A SUCCESS STORY.

*Crystal*

<https://vimeo.com/chsmonterey/crystalsstory>

*On the Horizon*

# SHUMAN HEARTHOUSE



## Shuman HeartHouse: A Homeless Shelter for Women and Families with Children

When it opens in the summer of 2023, Shuman HeartHouse will accommodate up to 35 individuals, providing much-needed temporary housing and meals, and offering a variety of supportive services designed to lead to permanent housing. Shuman HeartHouse will build on the success of Casa De Noche Buena, CHS' shelter for women and families in Seaside, where approximately 70% of shelter guests have exited to transitional or permanent housing.

The project has been in the works since the spring of 2021 when local businessman and philanthropist Mark Shuman donated \$3M to CHS to purchase the building at 600 E. Franklin St. in Monterey for a homeless shelter for single women and families with children. "Everybody has a right to a safe place to sleep and a comfortable place to wake up in the morning," said Shuman. "I know CHS has the experience and know-how to help make this happen. Their proven track record of managing finances and successfully operating various types of facilities is evident to me."

The project architect is Wald, Ruhnke, and Dost, the general contractor is Jacob Construction and Design, and the project manager is Blue Water Construction. The property is noted as a Historical Building for the City of Monterey, so care will be taken throughout the renovation process to honor its legacy.

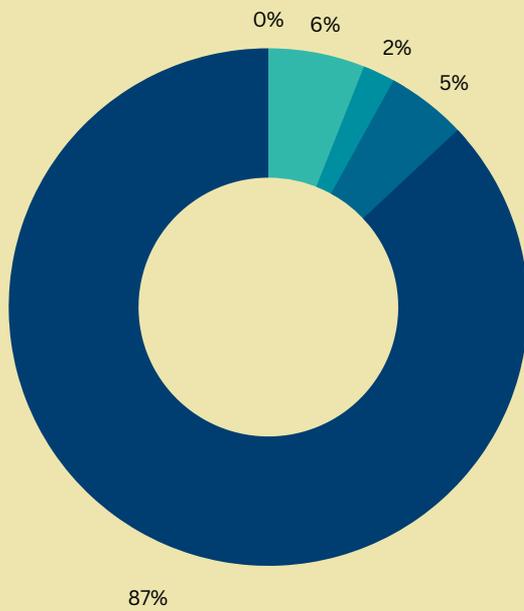
While \$1M still needs to be raised to reach the capital campaign goal, we are grateful to the community and the State who have rallied around this project. With the help of the Shuman family and our generous community, and Senator Laird's advocacy in securing \$2.5M from the State budget surplus for this project, we started construction in December 2022. The shelter is expected to open in July 2023.



<https://vimeo.com/chsmonterey/shumanhearthouse>

*FYE 2022*

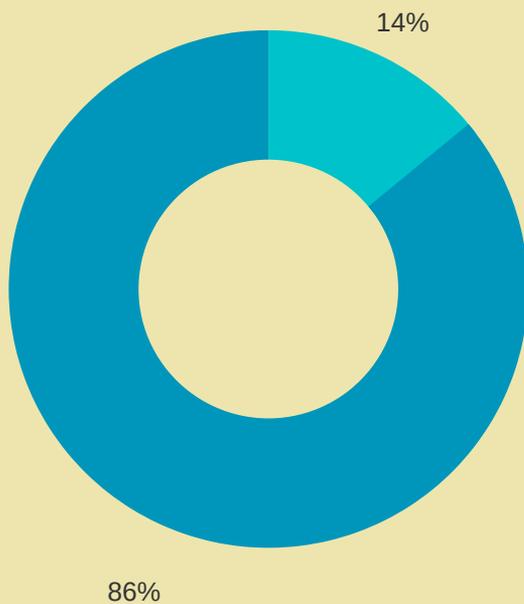
# FINANCIALS AT A GLANCE



## OPERATING REVENUE

PRIVATE GRANTS AND DONATIONS	6%
JPA CONTRIBUTIONS	2%
PROGRAM FEES	5%
GOVERNMENT GRANTS AND CONTRACTS	87%
OTHER REVENUE	0%

**TOTAL REVENUE** **\$8,877,379**



## OPERATING EXPENSES

MANAGEMENT	14%
PROGRAM SERVICES	86%

**TOTAL EXPENSES** **\$8,652,830**

We are committed to the highest level of financial integrity and transparency and are dedicated to maximizing the value of every contribution we receive for the benefit of those we serve.

*FYE 2022*

# IMPACT BY THE NUMBERS

## MENTAL HEALTH SERVICES

**710**

- Outpatient Counseling
- SuperKids/SuperTeens
- Supervised Visitation
- Parent Education
- Domestic Violence Classes

## SUBSTANCE ABUSE SERVICES

**2,385**

- Off Main Clinic
- Genesis House
- Elm House & Sonoma House
- Outpatient Treatment
- Youth Substance Use Prevention

## HOMELESS SERVICES

**262**

- Casa De Noche Buena
- Safe Place Youth Shelter
- Safe Passage
- Monterey Peninsula & Salinas Valley Street Outreach Programs

**3,357**

**Number of Individuals Served**

**OUR MISSION:** Community Human Services is a nonprofit agency dedicated to providing high quality mental health, substance abuse and homeless services to Monterey County residents to help them reach their full potential.

## JPA BOARD OF DIRECTORS

<b>City of Carmel</b> Darlene Mosley	<b>City of Sand City</b> Mary Ann Carbone	<b>North Monterey County USD</b> Kyle Samuels, Chair
<b>City of Del Rey Oaks</b> Patricia Lintell	<b>City of Seaside</b> Jon Wizard	<b>MCOE</b> Mary Claypool
<b>City of Marina</b> Vacant	<b>Carmel USD</b> Tess Arthur	<b>Santa Rita Union SD</b> Dr. Summer Prather-Smith
<b>City of Monterey</b> Alan Haffa	<b>Monterey Penin. USD</b> Alana Myles	<b>Salinas UHSD</b> Sandra Ocampo
<b>City of Salinas</b> Anthony Rocha	<b>Pacific Grove USD</b> Cristy Dawson (Vice Chair)	* Joint Powers Agency members contributed \$181,875 for general operating support in FYE 2022. Some contributed more for special purposes. See below.
<b>City of Pacific Grove</b> Alan Cohen	<b>Monterey Pen. College</b> Loren Steck	

## TOP SUPPORTERS

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2022

**Community Human Services**  
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**Monterey, CA 93940**



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