

2010 Year In Review

Hope For All

Seasons Of Life

Thank You.

Northern Valley Catholic Social Service will celebrate its 25th Anniversary in May 2011. We continue to reach out in care and love to those in need in our six counties; we do this for all people without regard to faith or ethnicity. Last year we served 10,000 different people in these difficult times.

With careful management we remain fiscally sound and have assumed programs other non-profits could no longer manage. Our financial budget this year has grown to over 10 million, which is greater than ever before.

Second Home in Shasta County, the drop-in center for the persistently mentally ill and their families, continues to exceed our expectations and those of our funder. There have been nearly 21,000 visits to this facility located in downtown Redding.

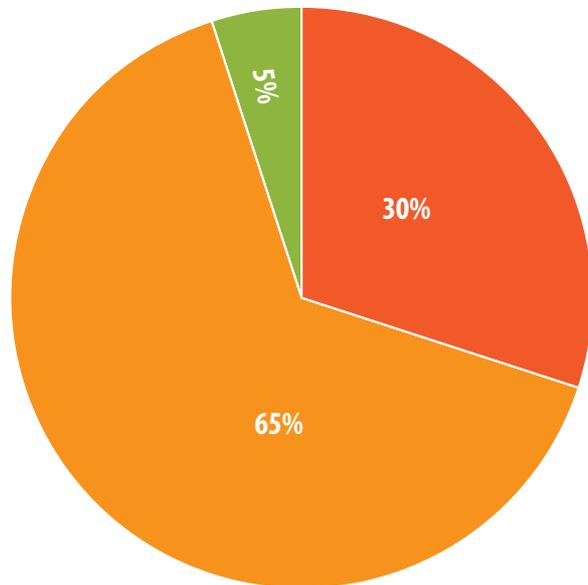
As always, our many volunteers are indispensable. These volunteers serve on our Board of Directors, County Advisory Boards, as well as in many of our programs. Last year they provided over 30,000 hours of volunteer time; almost the equivalent of 15 full-time employees.

The effort to assist people in need is a team effort and I thank all of you for being a part of our team.

David H. Gasman, MD
Chairman of the Board



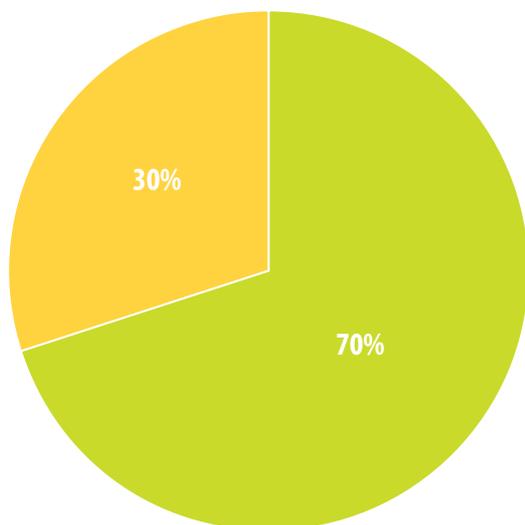
AGES SERVED



■	Age 0 - 17:	30%
■	Age 18 - 64:	65%
■	Age 65+:	5%

TOTAL CLIENTS SERVED: 10,187

TOTAL VOLUNTEER HOURS



■	Female:	70%
■	Male:	30%

TOTAL VOLUNTEERS: 955

TOTAL VOLUNTEER HOURS: 30,563

Almost 15 Full Time Employees

Recently, Bob Michels, our Butte County Director, told me of an encounter he had with a donor in Chico. The donor, a successful business man in his own right, walked up to Bob, stuffed a folded check in his shirt pocket and said, "You guys do more good in one day than I do in a year." After thanking the donor for thinking of the Agency and for his kind remarks, the two left to go back to their respective business of the day. As soon as he got in his car, Bob unfolded the check and saw it was in the amount of \$10,000. For Bob, that experience reminds him that the far-reaching work we do has a positive impact on those we serve, and it can also inspire incredible generosity from those who recognize that impact.

Another story of giving involves a woman in her 80s who dedicates her entire year to sewing and filling up more than 100 tote bags for our annual Adopt-A-Family program. The bags are filled with a variety of age and gender specific toys, art supplies, and other goodies. She calls without fail each December to arrange pick up. We head over to her home to find the totes overflowing from her craft room and lining the hallway. She has put her heart into this project and it must bring her joy to picture the faces of the boys and girls lighting up at the sight of their Christmas tote bag filled with gifts specially prepared for each of them. This is a great example of the treasure inherent in a gift of time and talent.

These stories of philanthropy are often brief moments in time, yet they live on. Perhaps that is never truer than when a donor or a couple decide to include NVCSS in their Estate Planning. I have witnessed firsthand individuals who make the Agency a beneficiary in their family trust. This type of lasting commitment to our work, and to those who benefit from it, is significant and often a culmination of years of dedicated support.

As NVCSS approaches its 25th year of service, it brings to mind thoughts of all the past generosity that has helped strengthen the Agency through the years. Our volunteers and donors have been sources of inspiration for many of us who have made this organization's work our career.

Here's to the moments yet to come.

With Sincere Gratitude to All Our Generous Contributors,

Jake Mangas

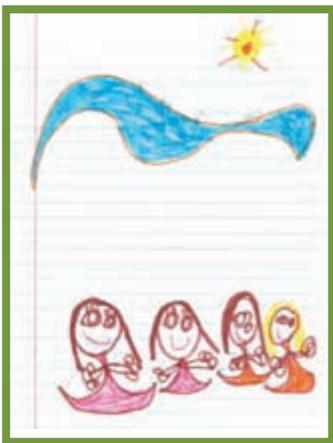
Development Director

Promotor

The Spanish word, PROMOTOR, defines an individual who promotes information, most often related to health. Promotores are trusted community leaders who increase access and information to health and health education.

The Promotores Program for Butte County is designed to work with the Latino and Hmong populations in two apartment complexes in Chico, East of Eaton and La Vista Verde, and in the towns of Gridley and Biggs. These populations have been identified by the Butte County Department of Behavioral Health (BCDBH) as being underserved. Fundamental components of the Promotoras work are interactive presentations and outreach activities that reduce cultural and linguistic barriers to service and knowledge. Promotoras work in conjunction with health care providers to reinforce health care messages, increase positive health outcomes and promote healthy lifestyles. The main goal of the Promotores program is

to increase the access and awareness of Mental Health Services in Butte County. The program is contracted through BCDBH and funded through the Mental Health Services Act (MHSA).



This is a picture of one of the Promotores staff and one of our five year old clients. She and her mom brought this with them to one of our groups and her mom stated that she drew this the day before. It was very heartwarming to have a picture drawn for us, especially because it was drawn on a day that we weren't holding group.

NVCSA hired two Promotoras, Yoselin Ortiz-Luna and Norma Abrego, to serve the Latino families. A subcontract was established with the Hmong Cultural Center, who hired Nan Vang to serve the Hmong families. All three Promotoras are fluent in their respective languages and are very familiar with the cultures of those they primarily serve.

Educational groups are held four times a month in each service area. Topics are based on client recognized needs as well as the identified needs of the community as a whole. Topics range from general health/wellness, nutrition, diabetes, to increasing self-esteem and stress reduction. The groups, as well as given information, is provided in that population's respective language. In the nine months since Promotores actively began seeing clients, over 250 clients have been served. Two children now receive treatment for their ADHD, which had gone untreated due to the parents' inability to understand the doctor, and over 25 people have been referred for counseling services. Butte County Public Health has been assisted with translation services at four Pertussis and Flu vaccination clinics and Promotores co-hosted an event with Del Norte Clinic for a visit from the Mexican Consulate. These are just a few of the major milestones we've achieved, along with countless events that may seem minor to the average person, but to those that often go without basic needs, are life changing.

We consider ourselves to be very successful in the few months we've been providing services and look forward to being able to provide services to many more people.

Shasta County | Achievements

POSITIVE PARENTING PROGRAM comes to NVCSS!

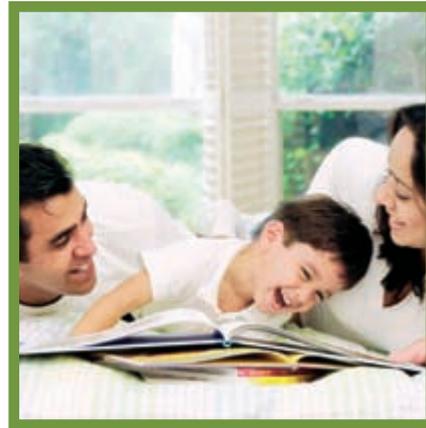
With the support of First 5 Shasta and Shasta County Mental Health, many of our case managers and clinicians have been trained and certified in an exciting, evidence based program referred to as "Triple P". This parenting program teaches the tools necessary to address behavioral issues, and in turn, empowers the parents to develop effective management strategies for dealing with their children's behavioral problems and common developmental issues. This early intervention program is currently offered to families who are willing to commit to the four to ten week program and want to see a positive change in their family. NVCSS Counseling staff is excited about bringing "Triple P" to parents and children of Shasta County.

NVCSS CalFresh Program

Through Catholic Charities of California, NVCSS now has the ability to assist individuals and/or their families in applying for CalFresh, formerly known as the Food Stamp Program. NVCSS began offering this service October 2010. Shasta County residents can come by NVCSS Second Home to determine if they qualify for Cal Fresh benefits, receive assistance in the application process, and annual recertification. Dee Madden, Program Coordinator, works closely with Shasta County Health and Human Services in securing benefits for eligible recipients. She has partnered with several community service agencies to provide these same services at other locations including: Shasta Senior Nutrition, Good News Rescue Mission, Empire Recovery, and the monthly Convention Center commodity distribution. Dee is currently working with other community agencies to expand the outreach, and is available to visit community-based organization to provide CalFresh outreach training.

CASA continues to grow in Shasta

A CASA, Court Appointed Special Advocate, is a trained volunteer who is assigned by a judge to be an advocate for a child to help the child navigate through the dependency court system. CASA began in April of 2010, and since that time NVCSS has conducted three training classes and has sworn in 31 advocates to assist children in the dependency system. NVCSS CASAs have served 34 children this past year. Because of CASA of Shasta County, we currently have children being adopted, reconnecting with distant family members, and children are being given a voice. For more information on Shasta County programs, please contact our office at 530.241.0552.



Siskiyou County | Achievements

The fiscal issues at the State and County level have presented a challenging year for NVCSS Siskiyou.

While some services have been reduced due to budget cuts, we have been diligently striving to serve the residents of Siskiyou in care and love. The Adopt-A-Family program was a great success again this year. We served 53 families, including 18 seniors!

We are very excited about our new partnership with PremierWest Bank. Not only did they present us with a donation of \$2,000, but they also had 10 employees sign up as volunteers for our Money Management/Friendly Visitor program.

We continue to offer counseling for children throughout Siskiyou County as well as our Wraparound program for at-risk youth. We are also working with the Mental Health Services Act in Siskiyou to secure special needs housing.

Our Hearts and Hope Tea celebrated its 5th anniversary. As you can see shown below, the table centerpieces were spectacular. Our heartfelt thanks go out to all of our table hostesses and donors. We wish to thank our SPA partners, too, who provided chair massages. We received a generous donation from Mercy Hospital of Mount Shasta which is truly appreciated.



This year we were blessed to have the participation of a number of volunteers from the local high schools and junior high. Our young men volunteered to do dishes and the young ladies helped to serve the tea.

In Siskiyou County we are counting our blessings each and every day.



Take a look at the beautiful quilt that was made and donated by Heidi Nesheim, a coveted item in the raffle.

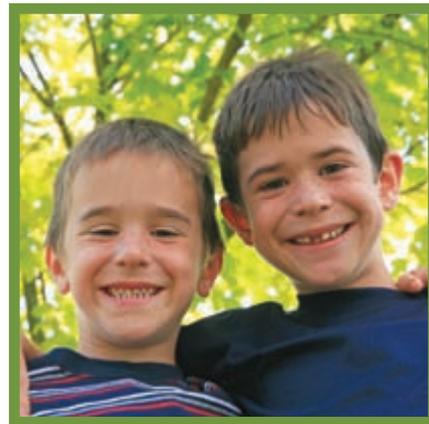
Courage

A client who has been going through the Teaching Individualized Parenting Skills (TIPS) program has finished her Nurturing Parenting lessons and will take her Adult Adolescent Parenting Inventory – Version 2 (AAPI2) very soon. She has completed the program with a conscientious and deliberate attitude.

There have been some bumps in the road in the past few months. She has experienced problems with her significant other, a car accident, two medical problems, and numerous serious problems at her work. She has faced these with courage, resilience and a few tears. This client has taken the Nurturing Parenting lessons about respect, problem solving and empathy and applied them to her life. She strives to remain loving and caring to her children.

She has had family meetings, uses redirection, problem solving, choices and consequences. As the result of the parent education, she has said that she will not be compelled to go back to her old method of discipline of using physical means, such as – spanking.

This client reports that the family spends more time together laughing and playing. More hugging, smiles and positive behavior can be observed. She says that they are more loving and happy.



Trinity County Community

NVCSS Trinity County staff, Advisory Board Members, and Volunteers were busy this past year. The staff and advisory board worked to complete the Trinity County strategic plan, giving direction for future program development in Trinity County.

Trinity County Fair

In August, we operated a booth at the Trinity County Fair, sharing information about NVCSS and our involvement in the local community. Many local residents learned about services being offered, and shared with us what they felt are the needs of the Trinity communities.

Michael J. Mangas Resource Center

This year brought more folks to the MJM Resource Center as the word continues to get out into the community. One day a week, the resource center opens the Free Store, allowing community members, young and old, to come shop for seasonal clothing, blankets, and other various items.

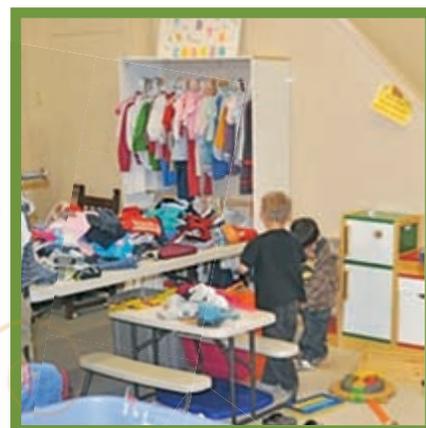


The Sting

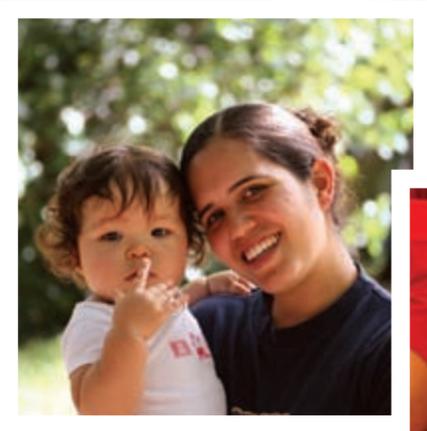
On September 18th, residents from all over Trinity County attended the third annual fund raiser. NVCSS of Trinity County presented *The Sting*. Movie goers viewed *The Sting* at the Trinity Theater while enjoying free popcorn and soda. Ken Hill, owner of the theater, graciously donated the theater and food for this event. Following the movie, we met at St. Patrick's Parish hall which was transformed into a 'speakeasy' with games, food and many wonderful items to be won in a drawing at the end of the night.

Douglas City Children's Christmas Party

In December, NVCSS participated in the 7th Annual Douglas City Children's Christmas party with over 300 children and families delighting in an evening of Christmas Caroling, and a chance to tell Santa a wish for Christmas. Families received a hot meal, a toy for the children and blankets and pillows. NVCSS sponsored this event with community churches.



Hope



Grants & Funders

Financial Highlights

Thank you to the following agencies and organizations that helped NVCSS reach out in care and in love to those in need.

GRANTS

S.H. Cowell Foundation
 California State University – Monterey Bay
 Glenn County Human Resource Agency
 Sisters of Mercy

*“Only a life lived for others
 is a life worthwhile.”*

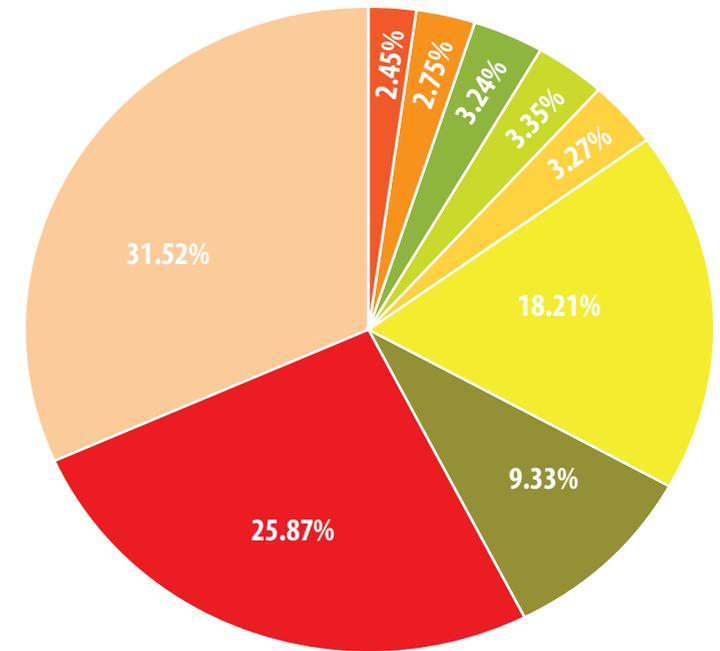
Albert Einstein

FUNDERS

Butte County Department of Behavioral Health	First Five Shasta
Butte County Department of Employment & Social Services	First Five Tehama
Butte County Office of Education	Golden Umbrella
Butte County Probation Department	Judicial Council of California
California Department of Public Health, Maternal, Child, and Adolescent Health Program	Private Industry Council, Butte County
California State University – Chico	Shasta County Department of Mental Health
Community Service Block Grant, Tehama County	Shasta County Health and Human Services Agency
Corning Healthcare District	Shasta County Superior Court
Corning Union Elementary School District	Shasta Regional Community Fund
Department of Housing and Urban Development	Siskiyou County Behavioral Health
First Five Butte County Children & Families Commission	Tehama County Department of Social Services
	Trinity County Behavioral Health
	Wisp Sponsorship

To the generous individuals who have made contributions to NVCSS, a full list of donors can be viewed on our website: www.nvcss.org. Thank you for your continued support of our mission.

TOTAL ASSETS
 FISCAL YEAR 2009-2010



	Wilshire Place	\$ 832,999	2.45%
	Whispering Oaks	\$ 935,199	2.75%
	Jackson Place	\$ 1,100,471	3.24%
	Hartford Place	\$ 1,138,415	3.35%
	Della Williams' Gardens	\$ 1,111,512	3.27%
	Laurel Glen	\$ 6,184,708	18.21%
	Saint Clare Court	\$ 3,169,275	9.33%
	Jarvis Gardens	\$ 8,788,058	25.87%
	NVCSS, Inc.	\$ 10,706,690	31.52%

TOTAL ASSETS \$33,967,327



Regional Housing News

Butte County

We are looking forward to the Grand Opening of Villa Serena, our newest affordable housing complex serving the mentally ill. Villa Serena will provide independent living for 9 individuals in the community. The housing project was funded by the Department of Housing & Urban Development through the Section 811 Program and the City of Chico. Butte County Behavioral Health will provide support that will enhance the independence and self-sufficiency for residents of Villa Serena.

NVCSS is partnering with Youth for Change to construct affordable apartments that will house transitional age youth. The complex will have 14 one bedroom apartments, a laundry facility, office, and community room. The project will promote vocational and educational opportunities through an on-site computer lab and training center. Butte County Behavioral Health and Youth for Change will coordinate supportive services to assist tenants in their efforts to achieve self-reliance. Funding is being sought through the City of Chico and Mental Health Services Act program.

Shasta County

After four years in the development process, NVCSS was proud to open Saint Clare Court to residents in July 2010. Saint Clare Court provides 14 apartments to serve the severe and persistent mentally ill in Redding. Our partners in this project include the Department of Housing and Urban Development and the City of Redding.

Efforts continue to secure funding to build a 30 unit apartment complex serving seniors 62 and over in the City of Shasta Lake. The complex will strive to meet enhanced energy efficiency standards and incorporate design features to promote quality of life and independent living.

Siskiyou County

NVCSS is coordinating with Siskiyou County Behavioral Health to provide shared housing for the chronic homeless mentally ill using Mental Health Services Act funding.

Trinity, Tehama, Glenn Counties

The Housing Department coordinates with County Directors and local agencies in an effort to create housing opportunities through partnerships that maximize available resources. Plans continue to seek opportunities to provide housing for special needs populations in the six counties that it serves consistent with the guiding principle to place a special emphasis on the poor, the aged and the distressed.

BOARD OF DIRECTORS

David H. Gasman, M.D., Chairman of the Board

Lori Baxter; Jack Bullen; The Reverend Keith Canterbury; Jane Flynn; Diane Gerard; Keith Hunting, CPA; John S. Kenny; The Reverend Michael Kiernan; Kim Niemer; Sandy Pope; Sr. Maura Power; Margaret Remedios; Nancy Schultz; Stephen Schwartz, M.D.; The Reverend William Stegall; Amelia Ward; Jim Wayne

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Donald C. Chapman, Executive Director

Robert Michels, MA, Butte County Director

Pam Thayer, MSW, Compliance Officer

Jake Mangas, Development Director

Dan Johnson, CPA, Finance Director

Bobbi Sawtelle, Housing Director

Jennifer Cummings, Human Resource Director

Cathy Wyatt, MSW, Shasta County Director

Sher Barber, Siskiyou County Director

Camilla Delsid, M Ed., Tehama County Director

COUNTY REGIONAL OFFICES & ADVISORY BOARDS REDDING

2400 Washington Avenue
Redding, CA 96001
530.241.0552 tel
530.241.6457 fax
800.846.1451 toll free
www.nvcss.org

Mission Statement

Northern Valley Catholic Social Service reaches out effectively in care and in love to serve the unmet needs of all people in our communities.

Guiding Principles

- A commitment to and advocacy for social justice and caring in our relationships
- The value and dignity of human life at all stages of development, from conception to death
- The central importance of the family and the sacredness of marriage
- A special emphasis on the poor, the aged and the distressed
- A belief that programs benefit people only when they contribute to the individual's freedom and independence

BUTTE COUNTY ADVISORY BOARD

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Chico
10 Independence Circle
Chico, CA 95973
530.345.1600 tel
530.345.1685 fax
800.339.8336 toll free

Gridley
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Gridley, CA 95948
530.846.6175

Oroville
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Redding
2400 Washington Avenue
Redding, CA 96001
530.241.0552 tel
530.241.6457 fax

NVCSS SECOND HOME
1250 California Street
Redding, CA 96001
530.247.3321tel
530.247.3350 fax

SISKIYOU COUNTY ADVISORY BOARD

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Yreka
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Yreka, CA 96097-3425
530.841.1783

TEHAMA COUNTY ADVISORY BOARD

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Red Bluff
Main Office & Family Resource Centers
220 Sycamore Street, Suite 101
Red Bluff, CA 96080
530.528.8066 tel
530.528.8065 fax
888.797.7233 toll free

Corning
Family Resource Center
1480 South Street
Corning, CA 96021
530.824.7670

TRINITY COUNTY ADVISORY BOARD

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Michael J. Mangas Family Resource Center
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