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 financially 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

Thank You.
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 busines 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 Vata Verde, and in the towns of Gridley and Bebe. These populations have been identified by the Butte County Department of Behavioral Health (BCDBH) as being underserved. Fundamental components of the Promotores work are interactive presentations and outreach activities that reduce cultural and linguistic barriers to service and knowledge. Promotores 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 picture down to one of our groups and her mom stated that she drew this the day before. It was very meaningful to have a picture shown for us, especially because it was drawn on a day that we weren't holding a group.

FVCC hired two Promotores, Yesikil Ortiz-Luna and Norma Abrego, to serve the Latino families. A subcontract was established with the Hmong Cultural Center, who hired Nan Lieng to serve the Hmong families. All three Promotores 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 Pneumonia and Flu vaccination clinics and Promotores co-hosted an event with DJ 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.
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 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.

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.
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 Whipsansand 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.
Provide CalFresh outreach training. Other community agencies to expand the outreach, and commodity distribution. Dee is currently working with Empire Recovery, and the monthly Convention Center Shasta Senior Nutrition, Good News Rescue Mission, provide these same services at other locations including:

Partnered with several community service agencies to in securing benefits for eligible recipients. She has recertification. Dee Madden, Program Coordinator, works Home to determine if they qualify for Cal Fresh benefits, Shasta County residents can come by NVCSS Second Program. NVCSS began offering this service October 2010.

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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 as 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.

Achievements

In the nine months since Promotores actively began serving the community, we've been providing services and look forward to continuing to serve. We consider ourselves to be very successful in the few months we've been providing services and look forward to continuing to serve. We believe that the Promotores Program is a valuable tool in helping to reduce cultural and linguistic barriers to service. We have identified by the Butte County Department of Behavioral Health (BCDBH) as being underserved. Fundamental components of the Promotoras service area. Topics are based on client recognized needs as well as the identified needs of the community.

Promotoras are trusted community leaders who increase access and information to health and health education. Promotores are trusted community leaders who promote information, most often related to health. The Spanish word, PROMOTOR, defines an individual who promotes information, most often related to health. Promotoras work in conjunction with health care providers to reinforce health care messages, and knowledge. Promotoras work 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 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 this with them.

The Promotores Program for Butte County is designed to increase positive health outcomes and promote healthy lifestyles. The main goal of the Promotores program is to reduce cultural and linguistic barriers to service. Promotoras work are interactive presentations and outreach activities. Promotoras are fluent in their respective languages and are very familiar with the cultures of those they primarily serve. Promotoras are trusted community leaders who increase access and information to health and health education. Promotores are trusted community leaders who promote information, most often related to health. The Spanish word, PROMOTOR, defines an individual who promotes information, most often related to health.

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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. This year brought more folks to the MJM Resource Center as the word continues to get out into the community. Families received a hot meal, a toy for the children and Caroling, and a chance to tell Santa a wish for Christmas. 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. The annual income of the MJM Resource Center needs of the Trinity communities. Services being offered, and shared with us what they felt were the needs of the Trinity communities.

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Almost 15 Full Time Employees

TOTAL CLIENTS SERVED: 10,187
TOTAL VOLUNTEER HOURS: 30,563
TOTAL VOLUNTEERS: 955

AGE 65+: 5%
AGE 18 - 64: 65%
AGE 0 - 17: 30%

Male: 30%
Female: 70%

Clients served
TOTAL VOLUNTEER HOURS
AGES SERVED
5%
65%
30%

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that helped NVCSS reach out in care and in love to those in need.

For the generous individuals who have made contributions to NVCSS, a full list of donors can be viewed as our website www.nvcss.org.
Thank you for your continued support of our mission.
We are looking forward to the Grand Opening of Villa Serena, our newest affordable housing community 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 support that villa to enhance the independence and self-sufficiency for residents of Villa Serena.

NVCCS is working very hard for the construction of affordable apartments that will house transitional age youth. The complex will have 13 new one-bedroom apartments, a laundromat, a day care facility, community room, and a recreation area. The project will coordinate vocational and educational opportunities through an on-site computer lab and utilizing the Butte County Behavioral Health. Butte County Behavioral Health and the Butte County Housing Authority will coordinate supportive services to assist tenants in their efforts to achieve self-sufficiency. Funding is being sought through the City of Chico and Mental Health Services Act program.

Shasta County

After four years in the development process, NVCCS has acquired a building to be called Tanker 1, in Redding. In July 2010, Saint Clare Court opened. The project is almost complete. Villa Serena will provide housing opportunities through partnerships with the City of Redding, the City of Shasta Lake, the complex will strive to incorporate design features to promote quality of life and independence.

Mission Statement

Northern Valley Catholic Social Service reaches out in care and love to those in need in our six counties; we do this for all people without regard to race, creed, color or national or ethnic origin.

Guiding Principles

• A commitment to end advocacy for social justice and caring in our relationships
• The value and dignity of human life and the real possibility of human life and the real possibility of the sacredness of marriage
• The special importance of the family and the sacredness of marriage
• A special emphasis on the poor, the aged and the disadvantaged
• A belief that programs benefit people only when they contribute to the individual's freedom and independence

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