



NORTHERN VALLEY CATHOLIC SOCIAL SERVICE • NEWSLETTER • SUMMER 2013

# UPDATE

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

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## Remembering Bob Michels

**In Memory of Bob Michels: Leader, Teacher, and Mentor.** When Bob Michels was hired as Butte County Director at Northern Valley Catholic Social Service in the early 90s, the County's annual program budget was only a couple hundred thousand dollars and there were only 5 employees. Over the next two decades, Bob was able to grow the Agency's impact in Butte and Glenn Counties to what it is today: 75 employees and more than half of the entire NVCSS annual budget.

How did he do it? Like much of life, it comes down to relationship-building. According to



current staff who were led, taught, and mentored by Bob, he was a huge part of the local Social Service community and weaved a message of collaboration and acceptance throughout all of his associations to ensure quality services were provided to those who needed them most.

"Bob did not know a stranger", says Erna Friedeberg, Bob's successor as NVCSS Butte and Glenn County Director, "Everyone he met was greeted with a warm, enduring smile that made others feel instantly at ease."

At the annual "Casablanca" benefit in the theme of Rick's Café from the classic film, it was Bob dressed in his fedora hat and tuxedo, with his wife, Lisa, greeting each arriving guest with his genuine smile,

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A Publication of



# Our Mission

## Out of Many Programs – One Mission: To Strengthen Families

E Pluribus Unum is Latin for “Out of many – one”. Certainly this phrase is applicable to the work of Northern Valley Catholic Social Service. The programs of NVCSS are numerous and varied in scope. It is difficult to describe in total the positive impact of NVCSS throughout its six counties of service. However, it is clear that all of our programs (from those that serve pregnant and parenting teens, to affordable housing for seniors and the frail elderly) are focused on strengthening families.

Sadly, the NVCSS family lost one of its leaders this past year. On November 9th 2012, Butte & Glenn County Director Bob Michels lost a courageous battle with pancreatic cancer. Bob was beloved by his staff, colleagues, Agency volunteers and donors. This newsletter’s cover story is a tribute to Bob and includes information about the creation of a special fund in his honor, the “Never Say No Fund”, inspired by Bob’s compassionate commitment to serve those in need.

Opening in 1986, the Agency is celebrating its 27th year. Such longevity is not possible without employees that are committed to doing quality work and a recognition by a community of supporters (funders, donors, volunteers) that the Agency’s existence is necessary and its impact benefits many. As the 2013/14 fiscal year begins, NVCSS remains in a strong financial position, poised to continue to provide the opportunity for those we serve to recognize the will and courage they have within themselves to make their lives better.

Out of the many programs of the Agency comes one mission: to strengthen families and strengthen our community in care and love. Thank you for your support of NVCSS.

*Donald C. Chapman*  
Executive Director



NVCSS compassionately and respectfully helps people maintain their independence through programs in the areas of housing, mental health, teen services, family, and community support. Special emphasis is placed on addressing unmet needs of the community. NVCSS is dedicated to serving Butte, Glenn, Shasta, Siskiyou, Tehama and Trinity Counties. NVCSS is a tax exempt, public-benefit corporation with a 501(c)(3) designation.

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*The NVCSS newsletter is published periodically. If you would like to be removed from this mailing list, please contact the Development Department at 530.241.0552.*



# Wish Lists

## Butte & Glenn Counties

**Teen Services & Butte Baby Steps:** Cash donations for TAPP & BBS programs, diapers (size 2 and up), wipes, diaper bags, safety equipment (cabinet locks, baby gates, etc.), toddler socks, clothing (up to 18 months), toddler toys, strollers, baby carriers, high chairs, walkers or bouncers, playpens, blankets, children's books, rattles, baby toys, bottles, sippy cups, crib sheets, comforters, hygiene products (baby shampoo, lotion, diaper rash cream, etc.).

## Shasta County

**Clothes That Work:** Men's clothing and hygiene products.

*Shasta County continued...*

**Second Home:** Bottled water, hygiene products, art supplies, knitting/crochet supplies, movies (DVD), music (CD), magazines, and AA batteries.

**Teen Services:** Diapers (all sizes - major need!), wipes, diaper bags, training underpants, potty chairs, safety equipment (cabinet locks, baby gates, etc.), toddler socks (12 months-4T), clothing (0-4T), strollers, high chairs, walkers or bouncers, playpens, toddler beds, blankets, children's books, rattles, baby toys, bottles, sippy cups, crib sheets, comforters, hygiene products (baby shampoo, lotion, diaper rash cream, etc.).

## Siskiyou County

Shirts, socks, gloves, blankets, warm hats and scarves, boy's clothes, journals, potting soil, non-perishable kids' snacks and senior citizen care packages.

## Tehama County

**Family Resource Centers:** Canned foods (soups, peanut butter, staple food items), diapers, formula, children's puzzles, games, toys, dolls, play cars, jewelry beading materials and craft materials, sewing materials, fabric and office supplies.

## Trinity County

**Family Resource Center:** Non-perishable food, clothing (infant to adult) and household items.

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# Regional News

**Sometimes, a place of your own can make all the difference.** Juanita experiences both physical and mental disabilities. She was living in a studio apartment with a roommate which left very little personal space. Her mobility issues were made more difficult because the apartment was a second floor unit. She had lost her job due to cutbacks and was surviving on a very small amount of unemployment, most of which went to rent.

When Juanita arrived for the housing interview, she realized that all the apartments were one bedroom and the rent would be based on her income. She started crying just at the thought of having a clean, safe space of her own. She was selected for a first floor unit with many accessibility features that have aided her in independent living.



Since moving into her apartment, Juanita has made nothing but positive progress. She was able to complete her SSI application and began receiving a much more significant income. And as a result of her secure and stable living status, she felt confident to once again enter the workforce on a part-time basis. She is so proud to be able to earn a paycheck and work with people with similar conditions.

Thanks to being in an accessible unit, accessing Social Security benefits, and gaining employment while enjoying the community environment at Villa Serena, Juanita says this is the best she has felt in many years.



**Jeannette's Baby Closet.** Once a week for the past 11 years, the Baby Closet – part of Shasta County's Teen Services Program – welcomed the helping hands of Jeannette Mentour. Jeannette spent countless hours tending to the tiniest of clothes, folding baby socks, and often took items home to wash and iron. She wanted to make sure that the clients receiving these items knew they were handled with care and love. Jeannette recently "retired" from her work at NVCSS. She and her husband have moved to be closer to family. Jeannette's sweet spirit and dedicated work will be missed. In honor of all she has done for the Baby Closet, the least we could do was give the closet a special name. After all, she took it on as if it was her own.



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accompanied by a big hug.

It did not matter who the person was, Bob was able to see the dignity that all deserve. That is why, even when discretionary funds were low, he would find a way to assist people, especially families and children in dire straits that would arrive at NVCSS in need of immediate help. Often this included providing a meal or a night's stay in a motel. It is this type of outreach that has inspired the creation of the "Never Say No Fund", as a source of funds that can be used to help people in crisis. It will serve as a wellspring of hope and as a tribute to Bob's

### *An Ode to Bob Michels*

*(A lover of lighthouses, their beauty and purpose as a beacon of light and hope)*

Amidst the troubled waters of life  
In challenge and in strife  
Look ahead and see the glow  
Be encouraged and watch it grow  
For it takes the dark to see the light  
Through the uncertainty of the night  
Steady the boat and you will shine too  
By sharing the light you have within you

enduring concern and care for those in need.

As time goes by, people will come and go, employees will change and those served will continue on their personal journeys toward better lives, yet Bob's influence will remain through the Agency's mission in which he believed so strongly and carried out daily with compassion and conviction.

Says Friedeberg, "We miss Bob everyday and hope to carry forward his message and the Agency mission with our advocacy and voice here in Butte and Glenn Counties."

*The quilt pictured above was raffled off as part of this year's Casablanca fundraiser. Proceeds from the ticket sales went directly to the "Never Say No Fund" created in Bob's honor. If you would like to make a contribution to the fund you may do so by mailing a check to NVCSS: 2400 Washington Avenue • Redding, CA • 96001. Please indicate the fund name on your check.*



Erna Friedeberg has been with NVCSS for 12 years in a variety of roles. Prior to her new position as Butte & Glenn County Director, Erna worked closely with the Teenage Pregnancy and Parenting Program, Counseling, Parenting Programs, and Butte Baby Steps. Erna has

lived in the Chico area for 18 years and has a passion for her local community. We are excited to have Erna take the lead in our south counties. Please join us in welcoming Erna Friedeberg as the new Butte & Glenn County Director.

**Matilda "Tillie" Campbell, a dear friend and volunteer.** We at 'A Second Time Around Thrift Store' mourn the loss of our volunteer, Tillie. She worked with us three days a week for 20 years. At age 90, she 'semi-retired' to just two days per week, working steadily for another six years! She would say that her volunteer work "kept her out of the rocking chair."

As we recall our past 26 years with Tillie, we can still hear her voice reminding us that "you can never do a kindness too soon, because you never know when it might be too late". God did indeed bless us with the kindness and friendship of Tillie Campbell. What a life - what a lady!



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# Butte & Glenn Counties

**Baby Steps.** What happens when a woman becomes pregnant and as a child she did not experience a loving, nurturing parent in her life? This life changing event can become a crisis or struggle for the woman to figure out who she will be as a mom. All women with their first born are presented with the opportunity to create a new identity. The role of mother. How she shapes that identity directly affects the success of her newborn. Butte Baby Steps exists to walk beside new mothers as they create the most powerful role of their life, that of shaping another human being.

Butte Baby Steps is based on the nationally recognized, research-based Healthy Families America home visiting program model which is designed to help expectant and new parents

aged 24 and younger get their children off to a healthy start. Families receive home visiting and family support services from highly trained staff who are located in the communities of Oroville and Paradise. All services are voluntary, free and there are no income eligibility requirements. Referrals into the program are made by community partners such as WIC, Healthy Mothers, Better Babies, OB/GYN private practices, midwives, Oroville and Feather River Hospitals, Early Head Start, churches, friends and the expectant mother.

Expectant mothers receive intensive support, education and case management through weekly home visits. Butte Baby Steps promotes positive parent/child attachment and bonding by increasing the knowledge and understanding of..

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*Photos from left to right: Our Goodie Store where moms can spend their "Butte Baby Bucks"; Stacey Munafo, a Family Support Worker, standing in front of our family handprint wall in the Paradise office; our Mommy and Me room where parents meet other parents and learn about their child's development.*



...child development. Visits are fun and individualized to meet the family's needs. Family Support Workers assist families to create goals and celebrate family successes. During this incredible time of change families can see their progress. Their confidence grows even as parenting challenges arise. Walking together with new parents, exploring and wondering with them, talking through problems, supporting them

emotionally and most importantly accentuating the positive allows a new mother or new father to create the role of their life. We're blessed to be a part of something so incredibly important.

*"If we provide enriched, nurturing, predictable and safe environments for our children, they will create an enriched, safe and humane society... It is our choice, our responsibility, our opportunity." Dr. Bruce Perry*





*Pam Hubbard with her husband Curt at her retirement party at Roots Catering in Chico.*



*In just its second year, attendance was maxed out at the 2013 CASA Bluegrass event.*



*CASA volunteers make a difference in the life of a child. That difference maker can be you.*

### **Pam Hubbard: CASA Program Manager, Advocate and Friend.**

On April 30th, 2013 NVCSS said goodbye to the Butte/Glenn County CASA Program Manager, Pam Hubbard as she will be enjoying her retirement years working side by side with her husband Curt, on their ranch.

CASA recruits, screens, trains and supervises volunteers to become advocates and mentors for children in the dependency court system (foster children). Every CASA volunteer is a real voice, representing the wishes and the best interests of a child. After completing a rigorous training and screening process volunteers are sworn-in as Officers of the Court. In this unique role the volunteer is a friend and mentor to the child, an advocate who ensures that the child receives timely and appropriate services and an investigator who prepares reports to the Court stating what they believe to be the best outcome for the child.

Pam had been with CASA for over nine years. Pam began in CASA

as a case manager working closely with CASA Advocates, foster family agencies, CPS Social Workers and the court systems. Pam was a tremendous mentor to the volunteers and provided sage advice and words of encouragement.

Pam became the CASA Program Manager in 2008 and provided the program with new direction and enthusiasm. Pam streamlined the program and systems to be more efficient and effective. She overhauled the training component and revamped policy and procedure. Pam started a CASA Regional Advisory Board and helped to start the Shasta County CASA program. But most importantly Pam brought compassion, heart and commitment to the volunteers, children, staff and partners of the CASA program. Her work with the judicial and foster care systems in Butte and Glenn Counties will have a positive and meaningful impact for many years to come.

We will miss you Pam and the talent you brought to our organization!

Here's to wishing you happy retirement and rattlesnake wrangling! But not so fast... Pam is still a CASA volunteer and advocate! She has graciously offered to volunteer her time to chair the committee for the next big CASA fundraiser. If you would like to work with this wonderful person, give us a call. It will be time well spent.

NVCSS is proud to announce Geneva Jobe as the CASA Program Coordinator. Geneva has been with the organization for over 17 years and with CASA since 2008. Geneva is passionate about the CASA program, mission and volunteers. We are excited to have such an experienced leader take this role. Congratulations Geneva!

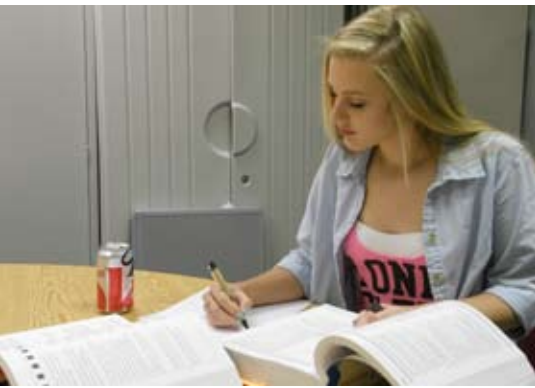
For more information on CASA and how you can be a part of this incredible program, please call Geneva Jobe at 345-1600.



# Shasta County

**Cal-Learn is Back.** NVCSS Teen Services staff is happy to announce the return of the Cal-Learn Program! After the year and a half hiatus, the Cal-Learn contract was returned to NVCSS in March of this year and is good through June 2014, with high hopes of a future renewal. The Cal-Learn Program serves teen parents who have not completed their high school education, or its equivalent. These teens must be eligible for Cash Aide and are referred to NVCSS through the CalWORKs Program. Working in collaboration with Shasta County Regional Services we hope to serve many young parents on their way towards educational success.

**Be A Champion for a Child.** This year, CASA of Shasta County participated in the annual Redding Rodeo Parade. Their float won 2nd Place for its category. Advocates and kids wore their CASA shirts and sashes embroidered with the word "Champion".



**Announcing CIPT.** When mental health crises end in expensive and traumatizing ER visits, hospitalization, jail, or homelessness clients and their families fare worse over the long run. Sadly, when the pattern of frequent crises treated in ERs and jails become a way of life, instability increases and may contribute to client suicide. NAMI, Stakeholders, Shasta County Mental Health, and NVCSS Second Home believe there is an alternative to this pattern.

Second Home has initiated the Community Intervention Pre-crisis Team (CIPT). CIPT is an innovative project sponsored by Shasta County Mental Health MHA funds. NVCSS Second Home and CIPT program will focus on the goal of reducing hospitalizations, jail, and other unwanted outcomes of mental health crises. Pre-crisis means just that, before an individual is in such distress as to reach the crisis level, the team will provide intervention. The intervention can include mental health education,

in-person support, resources, phone conversations and other referrals to stop an episode of decline from becoming a crisis.

The CIPT goal is to reduce the emotional, financial and mental toll on family members and their loved ones with mental health issues. The team, consisting of mental health educators, peer counselors, program assistants or people with similar life experience, will be out in the community and go where intervention is needed.

The CIPT program also operates a warm line that will receive calls from family members, community members or clients that request their services or just need someone to talk to. Follow-up support will help connect clients with the right resources rather than emergency services.

CIPT Hours: Mon-Fri 7:00am-7:00pm, Sat 8:00am-4:00pm, Warm Line: 530-247-3337



SHASTA COUNTY CONTINUED...

**Powerful Parenting Classes.** In an effort to provide parenting skills to those with children 0 to 5 years of age, NVCSS was awarded a grant from the Women's Fund to provide Powerful Parenting Classes. The classes were split into six separate sessions: Dental/Health, Nutrition, Home Safety, Self-Care, Parent/Infant and Parent/Child Interaction, and Family Goals.

Those attending the classes gained information from local nutrition educators, those with medical training and a therapist. They were also able to learn from and ask questions of experts in the fields of finance, the NVCSS Teen Services Program, and Redding's

Parks and Recreation Department. Participants received a give-away related to each day's topic and at the end of the six classes they were issued a certificate of completion for taking the course.

Mary Jo Boyle, a Case Manager for NVCSS Teen Services and the coordinator for the Powerful Parenting Classes, stated, "We were thrilled to receive the resources to provide this service to these parents! It was wonderful to see parents earnestly wanting to learn and interact with others in the class in order to do better for their children."



# Siskiyou County

**We've Moved.** NVCSS Siskiyou County has moved! We are now located on 326 West Miner Street in Yreka. The new location offers much more visibility for our agency and many Siskiyou residents are now learning about our presence in the County and the services that NVCSS offers. Along with the new location is a beautiful sign hand crafted by an NVCSS Advisory Board member. The sign blends

with the traditional mining hometown feel that Miner Street promotes to residents and visitors from out of the area.

We continue to provide Wraparound services for some of our most vulnerable families. Our case managers travel far and wide to care for their families. Next time you are in Yreka, drop by and say hello!

**Care Line for Seniors.** NVCSS was awarded funding from Sierra Health Foundation to provide services to our most rural senior residents. Senior volunteers are recruited to become the friendly phone contact to others that are homebound or isolated in Siskiyou County. One call a day to say hello, offer support, give information and assistance to

the needs arising, or just to chat about the sunshine out the window or a trip to the mailbox can make the difference in the outlook of the day. Research supports the idea that social connections reduces stress and depression, and can keep our seniors safe by a check-in from a friendly voice.



At the West Street Family Resource Center, Shadow helps his Grandmother, Anne, build a garden box. They learned about "Earth Boxes" and how to make one from recycled items. They'll take this box that they made and plant approximately 6 plants in

it. They will have fresh vegetables to nurture and watch grow this summer in a small space at their apartment. This project is sponsored by Tehama County Community Action Agency and the Job Training Center.

# Tehama County



**Healthy Living.** The Food 4 Thought Program "Eat Healthy - Be Active" is a community workshop offered to families in Tehama County to promote nutrition, education and physical activity. The goal is to improve overall good health and eating habits as a contributor to the prevention of obesity. Each workshop included hands-on activities and tips to encourage good eating habits that they can teach their kids today that will stick with them for life.



**Working Together.** The West Street Family Resource Center (West Street FRC) is working in partnership with West Street Elementary School to increase parent involvement to support their students' academic achievement. The West Street FRC recently established a parent group. They took time to put together little reading books and often volunteer to help sort Accelerator Reading books according to grade level.



**Computers 101.** Technology is at the forefront of everyone's daily life. Students are taking beginning computer classes for their own enrichment, to help their children in school or to become job ready. NVCSS Tehama received a grant to purchase new computers from the McConnell Foundation this past year to expand our capacity for training.



# Trinity County

**Dinner and a Movie.** This past year's theme for Trinity County's Dinner and a Movie event was Harry Potter. The first in the series, *Harry Potter and the Sorcerer's Stone* introduced us all to Hogwarts, with a new class of children appointed to their schools by the selection hat. Attendees were encouraged to dress as their favorite film character and the St Patrick's Church Hall was transformed to mimic the main dining hall at Hogwarts. A turkey feast was enjoyed by all with turkey, stuffing and all the trimmings. A festive evening ensued complete with costumes and a trivia game. The Trinity County Advisory Board sponsors the event and proceeds of the event support NVCSS Trinity County Programs.

**Our 2013 Dinner and a Movie event is scheduled for Saturday, October 19th, featuring *City Slickers*. Get your western gear ready!**



**Volunteer Appreciation Event** Our awesome NVCSS volunteers from Trinity County were honored recently with a celebration held at Red Bud Pizza in Hayfork, CA. Following a brief volunteer training at the Michael J. Mangas Family Resource Center, the group walked next door to the pizzeria to relax, enjoy the company of each other, and give thanks for the "Mall at the Hall" (formerly known as the Free Store). Without our volunteers, there would be no Free

Store. One special volunteer, Juana Moreno, was named Volunteer of the Year for her endless service to the free store. She had a surprise for the NVCSS staff and 'turned the tables' with a presentation to NVCSS, presenting just over \$600 recently raised to support the ongoing maintenance and utilities for the store. What an amazing and dedicated group of volunteers we have in Trinity County!

**Healthy Trinity Family Classes** The Healthy Trinity Family classes were conducted throughout Trinity County and were well received. Grant funding from the Redding Rancheria Fund was awarded to NVCSS in order to support Trinity Families in learning more about good nutrition through new recipes, healthy and safe practices in preparing food, and practicing these new skills with additional food

distributed to attendees. NVCSS Trinity County Advisory Board members, working in collaboration with UC Nutrition Educators, presented class members with a demonstration on food safety and how to prepare a tasty meal. All participants were given incentive items, recipes and food items to practice preparing healthy meals with their families at home.



Shasta County & Regional Offices  
2400 Washington Avenue  
Redding, CA 96001  
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Return Service Requested

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Bishop Jaime Soto

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If you have special needs, please call for reasonable accommodations.  
For California Relay System, dial 711 (voice and TTY).

## CASA of Butte & Glenn Counties

For more information on how you can become an Advocate or Friend of CASA in Butte or Glenn County, contact Geneva Jobe, CASA Program Coordinator 530-345-1600.

## CASA of Shasta County

For more information on how you can become an Advocate or Friend of CASA in Shasta County, contact CASA Program Manager Karen Schaefer 530-241-0552.



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