

MT. SAN ANTONIO COLLEGE

Community Mental Health Agencies

A sabbatical leave report submitted
to the Board of Trustees

by

Bruce L. Paulson

1981

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MT. SAN ANTONIO COLLEGE
APPLICATION FOR SABBATICAL LEAVE

Name of Applicant Paulson Bruce Leonard
Last First Middle

Address 23440 Ridgeline Road, Diamond Bar, CA 91765

Employed at Mt. San Antonio College beginning February 1964
Month Year

Date of last sabbatical leave:

From: February 1972 To: July 1972
Month Year Month Year

Type of sabbatical leave requested:

Purpose of sabbatical leave:

- A. One semester
Fall Spring
- B. One year
- C. Administrative

- A. Study
- B. Travel
- C. Study and Travel

Effective dates for proposed sabbatical leave:

From September 1980 To: October 1980
Month Year Month Year

1. In the space below present a statement of your proposed plan of study, research, or travel, including a description of the nature of the project, the design or outline to be followed.

My plan for an administrative sabbatical leave is to conduct an independent study of counseling/mental health agencies located in the Mt. San Antonio College District. There are numerous public agencies, private clinics and counseling services within the College community area. Generally, the College staff who counsel with students are unfamiliar with the quality of services provided by these agencies. Further, when referrals of students are made, concerns exist about the procedures to use in facilitating the referral. Using a structured interview procedure I will obtain pertinent information and compile a report which will serve as a reference for staff.

11. State the anticipated end result, particularly as it will help you to render a more effective service to Mt. San Antonio College.

1. I will obtain a working knowledge of these community services and be able to serve as a resource to staff when referrals of students are considered.
2. A reference of services provided by selected agencies will be compiled. Information regarding costs, referral procedures, specialities and counseling procedures will be obtained.
3. Qualifications of staff, training and experience, will be obtained. Of particular interest is information regarding staff who handle "hot lines"-- crisis intervention telephone services.
4. Of a general nature I will obtain a greater understanding of the mental health and substance abuse problems of this community.
5. As a side benefit, I will provide Mt. San Antonio College program information to staff at agencies which provide marriage counseling. Many counselors encourage couples to continue their education or to take courses of specific need or interest.

STATEMENT OF PURPOSE

The purpose of my sabbatical leave was to conduct an independent study of selected community mental health agencies. This study would result in a better understanding of the community resources available for students in need of referral to mental health agencies. This information would be made available to the counseling staff for their reference in facilitating referrals.

DESCRIPTION OF STUDY ACTIVITIES

To accomplish the purposes of this study informal procedures were developed in consultation with interested counseling staff. It was decided that a survey of community mental health agencies should be accomplished using methods which would be commonly used by clients and school counselors. It was also decided that the best means for obtaining information would be to use a structured interview procedure. After the visitations, the findings could readily be reported in a resource directory.

Selection of Agencies

Counselors in schools, colleges, and community agencies usually have access to directories which list community agencies. Unfortunately, these directories are usually out of date, provide very limited information regarding services, and do not include evaluative comments. Further, directory information is inadequate in terms of matching client needs with agency services. Practical information such as how to locate the facility is generally not available.

It was decided to visit those community agencies which are nearest to the college. Because Mt. San Antonio College District is so large and serves so many communities, it was decided that visitations would only be made to those agencies which had been in contact with college staff, which have been named by students or community contacts, or which were mentioned by mental health workers during the course of this study. In other words, the agencies with which college students

and staff are most likely to come in contact were the agencies which were visited.

Visitation Procedures

College counselors were asked what information they would most like to have available when considering a student referral to a mental health agency. From these responses a structured interview form was developed for use by the interviewer. Use of a structured interview form provides a practical tool for the collection of information in a consistent, comprehensive manner. A copy of this mental health agency interview form is attached as Appendix A.

Appointments were usually made at selected agencies in advance of the visitations. The responses received to these requests were very interesting. Some were hesitant about making a commitment, many were very curious about the reason for the interview request, and others wanted to consider the request and delayed scheduling an appointment. In retrospect the responses were indicative of the warmth of reception a client might expect.

The actual interview experience was very rewarding. During those sessions the directors or counselors were very interested in responding positively so that the information being recorded would reflect the availability of quality services. Usually, the interviews resulted in a tour of the facilities, a review of various assessment instruments, discussions with other staff, and a sharing of problems. Further, once the interview was concluded, questions were raised about Mt. San Antonio College. Generally, there was considerable interest in the college. Many were very interested in what type of self-help

courses were available and were pleased to learn of the open admission policies. Some reported that they encouraged clients to enroll in college for purposes of continuing their education and/or enhancing their self esteem.

Limitations of the Study

It should be emphasized that this study was an informal survey designed to provide insight for the college counseling staff. There was no attempt to scientifically appraise the quality of mental health agency services in this area. There was no attempt to include all community agencies within a certain geographical area, and there was no attempt to exclude any agency, private or public.

A further limitation of the study was self-imposed. Several rather critical activities were taking place on campus within the student services area. These included the hiring of staff, development of a statewide computerized articulation system, and counseling reorganization. Because of these activities, considerable time was spent on campus in a combination work and study leave.

Related Activities

During visitations to selected mental health agencies, various professional meetings were discussed. Of particular interest were the regional and county liaison meetings. Arrangements were made to attend several of these meetings. The opportunity to discuss this study and to solicit representative cooperation was made available. There were also opportunities to hear several excellent authorities in the field of mental health address current issues and concerns.

It is important to note that the resource directory attached as Appendix B was of interest to participants at these meetings. Therefore, the directory has been made available to others on request. Also, at their request, a brief reference to Mt. San Antonio College has been included.

PRESENTATION OF FINDINGS

The findings presented in this report are generalizations based on responses to the interview questions. They are necessarily general observations in order to preclude subjective comments regarding any specific agency in this public report.

Agency Facilities

As one would expect, the facilities of the selected agencies vary immensely in terms of space, aesthetics, area location, acoustics, warmth, maintenance, etc. Although the directory information attached as Appendix B does not generally include comments on facilities, notes taken during the interviews frequently included personal impressions of facilities. As a general finding, it should be reported that the comfortableness of the agency appears to be a very significant factor. Those agencies with decor which communicated warmth and tranquility seemed to be serving more clients than those with sterile, business office appearances.

Divergent Practices

The activity at the different agencies varied markedly. Some of the clinics had waiting rooms or reception areas which were occupied with clients. Others appeared to have no clients or activity whatsoever. It is acknowledged that clinics prefer to operate on schedule and to avoid unnecessary client contact; however, it was obvious that some of the practices were struggling and very anxious for referral of

student clients. It could be speculated that practitioners who are struggling might be inclined to prolong client treatment for financial reasons.

Overwhelming Need

Regardless of the signs of inactivity at some clinics, the directors and counselors interviewed continually lamented concerns over the critical needs of disturbed persons. The reports of depressions, anxiety, alcoholism, marital discord, abused children, incest, rape, youth rebellion, substance abuse, and suicide attempts were overwhelming. The behavior of desperate persons is frightening. For example, one agency, which provided emergency room and board for battered wives, reported how desperate women would self-inflict injury and report abuse in order to find a place to stay. Other reports of incest and violence even in affluent areas were practically unbelievable.

Some of the mental health workers were critical of the schools and colleges for not educating youth, for not taking an active role in preventing mental illness, and for generally disregarding what they considered a critical community problem. One counselor commented that the college is probably worried about teaching students to dot their "i's" when the college should be warning students of the potential danger of continuing in an association with someone who has physically hurt the student. Others wanted to discuss the breakdown of the family units and seemed to be asking if the college was addressing these social concerns.

Range of Services

Most mental health agencies have specialties of services which are usually developed around special training or interests of the staff. Often target clientele groups are identified on promotional or informational brochures. Examples of specialties are marriage counseling, counseling of rape victims, counseling of children with behavior problems, family counseling, weight reduction group counseling, counseling of adolescents, etc. Additional examples of specialities include biofeedback behavior modification, hypnosis, Christian counseling, vocational counseling, counseling of alcoholics and drug abusers, etc. Most indicate on informational literature whether or not they are available for crisis counseling and whether or not they are able to respond to psychiatric emergency calls.

Professional Staff

There is a hierarchy of professional staff in mental health agencies. At the top are psychiatrists who are generally staffed on a consulting basis except at very large clinics or private practices. Psychologists with doctorates in philosophy trained in psychology rank second. Licensed psychiatric social workers are in third place with licensed marriage and family counselors rounding out the professionally trained staff. Professionals within these categories obtain further certification by completing recognized training programs in specialty areas. Examples of these are sex therapy, hypnotism, and behavior modification. Other trained professionals not generally found in community agencies include school and college counselors, ministers

trained in pastoral counseling, and nurses who have obtained further training in counseling related to medicine.

In addition to the fully licensed staff, many agencies provide training facilities for psychologists and counselors who are acquiring their required hours of supervised clinical experience. The Board of Behavioral Science Examiners which regulates the licensure requirements, specifies the conditions and limitations for agencies which wish to staff trainees. Use of trainees provides a clinic with additional staff at a lower cost to clients and also provides the opportunity for staff development activities with recently trained graduates.

Fees

The fees which mental health agencies charge vary tremendously. The greatest discrepancy naturally exists between public agencies and private agencies. However, it was very interesting to learn of the flexibility which exists within the private clinics. Fees ranged from a lower limit of \$5 to an upper limit of \$75. Most agencies accept insurance payments; however, many charge a service fee for processing claims. Medi-Cal and Medicare allowances are accepted at most of the clinics but are not likely to be accepted by private practitioners. Most clinics use the UMDAP--Uniform Method of Determining Ability to Pay--formula system for determining fees for clients.

While it is extremely important to clearly determine charges, it is equally important to learn details of the services rendered for the fees. Private sessions are most expensive than group sessions. The duration of the counseling session needs to be understood.

Further, the charges for completing various assessment instruments vary. Obviously one does not shop for a therapist based solely upon fees charged; however, the client and the school counselor who facilitate a client referral need to have a clear understanding of services and fees. Fortunately, most agencies do a low cost or even a free intake interview to assess the prospective client's ability to profit from the counseling services and to clarify the client's responsibilities.

Prevailing Philosophy

Throughout the agency visitations and contacts with professional counselors, one prevalent theme permeated this helping profession. That is, a sincere desire to help people in trouble is the fundamental factor which motivates these behavioral specialists. Evidence of this underlying factor was repeatedly offered directly or indirectly in one manner or another. For example, when fees were discussed, it was very difficult to get a lower limit without some hedging or qualification. It was also apparent that if the counselor felt confident that she or he would be able to alleviate the prospective client's malady without too much difficulty, the anticipated personal reward would be more important than the monetary reward. Referrals to other agencies both within the mental health field and other social agencies were common practices. The clinic staffs which exhibited warm, supportive personalities probably made the collection of fees the most difficult part of their jobs. It was also obvious that the clinics would welcome school counselor inquiries regarding services and that they would facilitate the referral and reception of clients.

CONCLUSIONS

A brief summary of this informal study, some implications derived from these visitations and the relevancy of these activities to the college conclude this report.

Summary

Community mental health agencies within close proximity to the college were visited to informally assess their services. A structured interview form developed in consultation with college counselors was used to systematically collect information. Responses have been summarized and compiled in a selected resource directory which is appended to this report. During the course of this study, recommendations made by agency representatives at the interagency coordination meetings resulted in the format adopted for directory information.

Implications

It is of critical importance to have an effective referral system for use by college staff when referring students who are in need of extensive therapy. The college counseling and psychotherapy programs are limited in scope of treatment and primarily focus on helping students who find themselves unable to cope with their personal problems. With over 20,000 students who probably reflect the district population in general, it is reasonable to state that there are many students who are emotionally ill and in need of therapy. While the college is not responsible for providing treatment to this population, it is responsible

for effectively referring disturbed students to appropriate community agencies.

There are numerous mental health agencies and clinics within the college district. Services offered at the various agencies vary in terms of specialties and client fees. Representatives of these agencies, particularly those which are receiving supportive public funds, usually attend interagency coordination meetings. However, there is an apparent lack of communication and coordination of services. Perhaps the magnitude of the social problems is so great that effective coordination is impossible. It was common to talk with staff who were unaware of the county interagency meetings. In fact, at one of the meetings, representatives were requested to bring colleagues from other helping agencies so that the representatives could learn of other services in the area. Further, in contacts with the agency staffs and in discussion regarding the need for a localized, current resource directory, it was surprising to see the various references agencies were using. Most were obviously out-of-date and filled with various inserts and brochures. Therefore, it should be recognized that there is not a single source or authority to which school counselors may reach out for in search of current, definitive information regarding community service agencies. School or college counseling staffs should develop and maintain their own resource directories appropriate for their specific needs.

There tends to be a specialization of services promoted at the various agencies which reflects the interest and training of the professional staff. It appears as though some of these special services

reflect the popular psychological topics of the day. There are numerous self-help psychology writers, experts in the field, radio and television personalities, etc., who tend to keep psychological issues in the mainstream of social discourse. It is important to determine if special services or counseling specialties are offered by staff who have studied and been thoroughly trained in the areas promoted.

While agency facilities seem to be a rather insignificant concern, visitations to the selected agencies accentuated the importance of facility appearance. There is no question that the warm, comfortable, older house surrounded by shade trees, which was converted to a counseling clinic, extends a welcome to the troubled client far more effectively than the barren, sterile office building. Of course, impressions are very subjective and influenced by many factors including the reception by staff. There is also a need for simple, clear directions for locating the agency. School and college counselors should have a first-hand knowledge of the agency to which student clients will be referred.

A close look at the community mental health agencies results in a greater awareness of the social problems of the community. The numbers of emotionally ill and marginally functional persons can only be estimated. While some of the juvenile gang activities make the headlines, most of the middle class problems related to drugs, alcohol, and substance abuse do not. The reports of battered women, child abuse, incest, family violence, suicide attempts, etc., were overwhelming. The visits to the mental health agencies, the sheltered workshops, police stations, jails, and emergency care facilities cause a social shock. While charges of being in the ivory tower never seemed appropriate

accusations toward the community college, there is no question that the college is a sheltered environment compared to the real world in the community. Faculty and administrators, especially those in leadership positions, must have a realistic understanding of community problems. Social science curricula and continuing education programs must be promoted and made available to the community. The college has an important role in the prevention of personal and social problems through education.

Value to the College

The appended resource directory which was developed in accordance with college counselor suggestions and agency representative recommendations is of direct value to the counseling staff in facilitating referrals to community mental health agencies. Complementing this directory will be the investigator's first-hand knowledge of agencies which was obtained during the agency visitations and which will be made available to staff in consultation with them regarding referrals.

In addition to the direct benefits stated above, there are indirect benefits related to the greater awareness incurred during the course of this study. Certainly, this increased awareness of community problems, particularly as related to mental health concerns, will result in more participation by staff in community interagency meetings, increased attendance at community forums, and more encouragement to address community mental health problems in selected social science and guidance courses.

Of course, the most important result of this study will be the improved service to those students who are in need of referral to a community mental health agency. It is anticipated that students with this need will be effectively referred to appropriate agencies, will receive effective therapy, and will be able to regain their self-sufficiency and abilities to function as productive members of the student body and the community.

Statement of Appreciation

In conclusion, sincere appreciation is expressed to the Mt. San Antonio College Board of Trustees for providing the opportunity for this sabbatical leave. It is my intent to thoroughly justify this leave by incorporating the knowledge gained during this study with the goals and objectives of the college.

RESOURCE DIRECTORY

Affiliated Counseling Service
Arcadia Mental Health Center
Associated Clinic
Baldwin Park Mental Health Center
Bassett Programs and Services for Older Adults
California Department of Rehabilitation
Citrus Counseling Center
Counseling Center
Department of Mental Health - Office of Mental Health Social Services
Eastland Counseling Center
Edgewood Family Counseling Agency
Family Service of Pomona Valley
Foothill Community Mental Health Center
Hacienda-LaPuente Unified School District
Hacienda Heights Psychological Center
Hacienda Psychological Services
Kunhart, William E., Clinical Psychologist
LaPuente Valley Adult Schools
LaPuente Valley Community Mental Health Center-Alcohol & Drug Abuse
LaPuente Valley Community Mental Health Center
Los Angeles County Probation Department (Citrus Area Office)
Mt. San Antonio College
National Council on Alcoholism of East San Gabriel & Pomona Valleys, Inc.
Pomona Open Door
Pomona Valley Psychological Center
Queen of the Valley Hospital
San Gabriel Valley Crisis Evaluation Unit (c/o Metropolitan State Hospital)
San Gabriel Valley YWCA
Dr. Seeley, MD
Sierra Royale Hospital
State of California Employment Development Department
Tri-City Mental Health Authority
Valley Light Industries, Inc.
Whittier Mental Health Center
Wright Psychiatric Medical Group
YWCA-WINGS Shelter for Battered Women and Their Children

RESOURCE DIRECTORY

NAME Affiliated Counseling Service

ADDRESS 304 W. Badillo St., Covina, CA

MAJOR CROSS STREETS Badillo/4th St. 3 blocks west of Citrus

TELEPHONE 213-339-3914

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS SIO Therapy, general psych.

HOURS 8:00 am - 9:00 pm emergency answering service

LANGUAGES (OTHER THAN ENGLISH) None

FEES: \$15 - \$60

Lower limit _____ Upper limit _____ Insurance X

UMDAP _____ Medi/Cal X Medicare X

DIRECTOR/ADMINISTRATOR Dr. Roy Bradbury PHD

CONTACT PERSON Chris Johnson - receptionist

RESOURCE DIRECTORY

NAME Arcadia Mental Health Center

ADDRESS 330 East Live Oak Avenue, Arcadia, CA 91006

MAJOR CROSS STREETS _____

TELEPHONE 445-4350

AREA SERVED San Gabriel Valley region west of the river and excluding the Whittier Health District.

AGES SERVED All ages (children usually referred to Pasadena Child Guidance)

SERVICES/SPECIAL PROGRAMS Out-patient Services, Medication Supervision, Short-term Psychotherapy, Crisis Intervention, Psychiatric Emergency Team - Crisis evaluation for patients in the community for hospitalization purposes, Vocational Rehabilitation, Activities Groups.

HOURS M-F Clinic: 8:00 am to 5:00 pm

P.E.T.: 8:00 am to 10:00 pm

LANGUAGES (OTHER THAN ENGLISH) Limited Spanish

FEES: Short-Doyle

Lower limit _____ Upper limit _____ Insurance _____

UMDAP X Medi/Cal X Medicare _____

DIRECTOR/ADMINISTRATOR Deputy Director: Allan Rawland, M.S.W.

Psychologist: Tom Olin, Ph.D.

CONTACT PERSON ask for Medical Caseworker

RESOURCE DIRECTORY

NAME Associated Clinic

ADDRESS 366 W. Rowland Ave., Covina, CA

MAJOR CROSS STREETS Rowland/Hollenbeck

TELEPHONE 213-966-1693

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS General Counseling

HOURS 9:00 am - 9:00 pm Takes crisis calls

LANGUAGES (OTHER THAN ENGLISH) No

FEES: Based on ability to pay.

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR J. F. Tait, PhD

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Baldwin Park Mental Health Center

ADDRESS 4640 North Maine Ave., Baldwin Park, CA 91706

MAJOR CROSS STREETS _____

TELEPHONE 213-962-2345

AREA SERVED Northeast San Gabriel Valley

AGES SERVED All ages

SERVICES/SPECIAL PROGRAMS Out-patient, crisis intervention, day treatment and emergency services. Individual, conjoint and group psychotherapy, psychiatric evaluation, medication supervision, and resocialization-recreational activities. Assists those with long term difficulties to locate programs needed to become self-sufficient. Community education available.

HOURS 8:00 am - 8:00 pm M-Th 8:00 am - 5:00 pm Friday.

After hours call 868-1721

LANGUAGES (OTHER THAN ENGLISH) _____

FEES: Sliding scale

Lower limit _____ Upper limit _____ Insurance X

UMDAP _____ Medi/Cal X Medicare _____

DIRECTOR/ADMINISTRATOR Paul O'Leary, M.S.W. - Director

CONTACT PERSON Ask for case-worker

RESOURCE DIRECTORY

NAME Bassett Programs and Services for Older Adults

* ADDRESS 545 N. Vineland (Bassett Community Park)

MAJOR CROSS STREETS Temple and Nelson

TELEPHONE 333-0294 or 968-1103

Rowland Hts.

AREA SERVED La Puente, Bassett, Valinda, W. Covina, Baldwin Park, Hacienda Hts.

AGES SERVED 60+

SERVICES/SPECIAL PROGRAMS Information and referral; transportation, door to door, 35¢ donation; congregate meal site in Bassett, Baldwin Park and Rosemead, suggested donation 75¢; legal counseling, third Thursday; educational classes, 6 days per week, all services free of charge; home delivered meals.

HOURS Monday through Thursday 8:00 am - 5:00 pm

Friday 8:00 am - 3:00 pm

LANGUAGES (OTHER THAN ENGLISH) Spanish

FEES: No fees

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Barbara Smythe

CONTACT PERSON (same)

* Mailing address: 904 N. Willow Avenue, La Puente, CA 91746

RESOURCE DIRECTORY

NAME California Department of Rehabilitation

ADDRESS 344 So. Citrus St. , Covina

MAJOR CROSS STREETS Puente Avenue

TELEPHONE 967-1551

AREA SERVED So. to Whittier Hills, East to San Bern. County Lines, West to 605 Fwy, No. to Arrow Hwy, West to Santa Anita, No. to Mtns.

AGES SERVED 18 - Working age

SERVICES/SPECIAL PROGRAMS Vocational diagnosis, counseling, training and placement assistance to vocationally handicapped adults of working age.

HOURS 8:00 - 5:00, Monday through Friday

LANGUAGES (OTHER THAN ENGLISH) Spanish, Chinese, Japanese, Polish

FEES: for medical services, placement equipment on scale, other - free

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Helen J. Martin

CONTACT PERSON Ask for Intake Counselor - different one each day

RESOURCE DIRECTORY

NAME Citrus Counseling Center

ADDRESS 4960 Grand Ave., Covina, CA 91724

MAJOR CROSS STREETS Grand & Cienaga

TELEPHONE 213-967-7585

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS Full range of counseling. Each counselor has
specialty: marriage, rape, children, incestuous family.

HOURS 9:00 am - 10:00 pm M-F Some Saturday

On call, phone monitored at Directors' homes.

LANGUAGES (OTHER THAN ENGLISH) _____

FEES: Average \$25-30. Sliding scale

Lower limit \$5 Upper limit \$50 Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Martha Reynolds and Donna Mognett

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Counseling Center

ADDRESS Cal Poly Pomona, Pomona, CA 91768

MAJOR CROSS STREETS Kellogg Drive off of Freeway 10; Temple Ave. off of Freeway 57

TELEPHONE 714-598-4250

AREA SERVED All registered Cal Poly students

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS General psychological counseling and academic
advisement.

HOURS Monday through Friday, 8:00 a.m. to 5:00 p.m.

LANGUAGES (OTHER THAN ENGLISH) Spanish

FEES: No charge to registered students

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Kenneth Green

CONTACT PERSON same

RESOURCE DIRECTORY

NAME Department of Mental Health - Office of Mental Health Social Services

ADDRESS 701 So. Atlantic Blvd., Monterey Park., CA 91754 Suite 301

MAJOR CROSS STREETS El Portal Pl.

TELEPHONE 289-5235

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS All forms of therapy and services needed by chronic,
high risk,mentally ill clients.

HOURS 8:30 am to 5:00 pm M-F. Emergency telephone referral.

LANGUAGES (OTHER THAN ENGLISH) Spanish

FEES: No fee

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Stu Kingsley El Monte OMHSS 448-6163

CONTACT PERSON Gene Higgins

RESOURCE DIRECTORY

NAME Eastland Counseling Center

ADDRESS 501 W. San Bernardino Rd., Covina, CA 91722

MAJOR CROSS STREETS Hollenbeck/San Bernardino

TELEPHONE 213-967-9607

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS Marriage counseling, biofeedback and weight reduction groups.

HOURS M-Th 8:00 am - 9:00 pm Fri. 8:00 am - 6:00 pm Sat. 8:00 am - 2

Answering service 24 hours.

LANGUAGES (OTHER THAN ENGLISH) _____

FEES:

Lower limit \$10 Upper limit \$50 Insurance \$4 service fee

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Ronald Baker, M.A.

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Edgewood Family Counseling Agency

ADDRESS 155 West College St., Covina, CA 91722

MAJOR CROSS STREETS Citrus & College

TELEPHONE 213-966-1755

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS full range - mainly individual and family counseling.
One therapist specializes in children.

HOURS M - Th 9:00 am - 8:00 pm; Fri 9:00 am - 1:00 pm

LANGUAGES (OTHER THAN ENGLISH) No

FEES: \$7 - \$45 based on monthly gross income. Also funding by United Way.

Lower limit _____ Upper limit _____ Insurance X

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR George R. Esposito, LCSW

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Family Service of Pomona Valley

ADDRESS 2055 N. Garey Ave., Pomona, CA 91765

MAJOR CROSS STREETS Garey and La Verne

TELEPHONE 714-593-7408

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS Will provide group counseling for students at MSAC
if need arises. Specialty - adolescence

HOURS 8:30 am - 9:00 pm MTW to 5:00 on Th

LANGUAGES (OTHER THAN ENGLISH) _____

FEES: \$5 - \$45 United Way

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Georgia Anderson

CONTACT PERSON Sandy Dietz

RESOURCE DIRECTORY

NAME Foothill Community Mental Health Center

ADDRESS 122 W. Alosta Ave., Glendora, CA 91740

MAJOR CROSS STREETS Foothill/Glendora

TELEPHONE 213-963-4103

AREA SERVED _____

AGES SERVED All ages

SERVICES/SPECIAL PROGRAMS Full range of out-patient services.

HOURS 9:00 am - 8:00 pm M-Th; 10:00am - 4:00 pm Fri.

24 hour answering service

LANGUAGES (OTHER THAN ENGLISH) Spanish

FEES: Sliding scale

Lower limit \$15 Upper limit \$70 Insurance X

UMDAP _____ Medi/Cal X Medicare X

Short-Doyle

DIRECTOR/ADMINISTRATOR Richard Johnson, Business Manager

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Hacienda La Puente Unified School District

ADDRESS 15444 Regalado, Hacienda Hts., CA 91745

MAJOR CROSS STREETS Angelcrest and La Subeda

TELEPHONE 333-2201 Ext. 326

AREA SERVED Hacienda Hts., La Puente

AGES SERVED 3 to 21 years old

SERVICES/SPECIAL PROGRAMS Pupil Personnel Services, Special Education Services,
Search and Serve

HOURS 8:00 am - 4:45 pm

LANGUAGES (OTHER THAN ENGLISH) Spanish and others

FEES: None

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR William Sandison

CONTACT PERSON Marilyn Ferrara - Search & Serve

RESOURCE DIRECTORY

NAME Hacienda Heights Psychological Center

ADDRESS 2219 S. Hacienda Blvd., Hacienda Hts.

MAJOR CROSS STREETS Hacienda/Tetley

TELEPHONE 213-330-6823

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS General therapy, hypnosis, eclectic approach,
small groups.

HOURS 9:00 am and into evening - 24 hour answering service. Will squeeze
in crisis patient.

LANGUAGES (OTHER THAN ENGLISH) none

FEES: \$40 - \$35 per half hour - some flexibility

Lower limit _____ Upper limit _____ Insurance X

UMDAP _____ Medi/Cal _____ Medicare some

DIRECTOR/ADMINISTRATOR Dr. Cramer

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Hacienda Psychological Services

ADDRESS 2233 S. Hacienda, Hacienda Hts., CA (Federal Savings Bldg., Suite 202)

MAJOR CROSS STREETS Hacienda/Tetley

TELEPHONE 213-336-1292

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS Christian organization. Groups M - Th for adults.

Hypnosis, learning center. Clinical psychology - 7 Ph.D's

HOURS 8:30 am - 10:00 pm M - Th Plus Fridays and Saturdays

LANGUAGES (OTHER THAN ENGLISH) none

FEES: \$35/half hour; \$50 for 45 min. - Will adjust for students.

Lower limit _____ Upper limit _____ Insurance X

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR George Martindale

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME William E. Kunhart, Clinical Psychologist

ADDRESS 554 E. Foothill Blvd., Suite 119, San Dimas 91773

MAJOR CROSS STREETS San Dimas Canyon Rd.

TELEPHONE 714-592-2893

AREA SERVED _____

AGES SERVED All ages

SERVICES/SPECIAL PROGRAMS All types of psychotherapy for all types of personal, family and marriage problems. Treatment of all types of neurotic and psychotic emotional disorders applied to person and academic failure or dysfunction. Supportive insight group psycho-therapy. One therapist specializes in Clinical Psychology two in Hypnotherapy.

HOURS 10:00 a.m. to 10:00 p.m. MTWThF - 24 hrs. on call 7 days a week.

LANGUAGES (OTHER THAN ENGLISH) None

FEES: Based on ability to pay. Scale \$35 to \$65 per hour or hour and one-half.

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR William E. Kunhart

CONTACT PERSON Director

RESOURCE DIRECTORY

NAME La Puente Valley Adult Schools

ADDRESS 320 N. Willow, La Puente, CA 91746

MAJOR CROSS STREETS Nelson and Willow

TELEPHONE 968-4638

AREA SERVED San Gabriel Valley

AGES SERVED 16 years and up

SERVICES/SPECIAL PROGRAMS Vocational and academic training, counseling, placement, child care, Indochinese and other special projects. State and Federal funding.

HOURS 8:00 am - 10:00 pm, Monday through Thursday

8:00 am - 4:30 pm, Friday

LANGUAGES (OTHER THAN ENGLISH) Vietnamese, Spanish, Laotian, Chinese, deaf

FEES:

Lower limit \$5 Upper limit \$35 Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Don Roth

CONTACT PERSON (same)

RESOURCE DIRECTORY

NAME La Puente Valley Community Mental Health Center - Alcohol & Drug Abuse

ADDRESS 160 So. 7th Ave., La Puente, CA 91744

MAJOR CROSS STREETS Valley Blvd.

TELEPHONE 213-961-8971

AREA SERVED Hacienda Hts., Valinda and portions of W. Covina
La Puente, Industry, Rowland Hts., Otterbein, Walnut, Bassett,

AGES SERVED All ages

SERVICES/SPECIAL PROGRAMS Evaluation and screening of all individuals with
problems of alcohol or drug abuse (including prescription drugs) and referral
to appropriate services for substance abuse and/or for treatment at LPVCMHC.
Outpatient adult and children's services or day treatment with special attention
to problems of substance abuse. Outreach, community education, etc.

HOURS Monday through Friday, 9:00 am - 5:30 pm, some evening hours by special
arrangement.

LANGUAGES (OTHER THAN ENGLISH) Spanish

FEES:

Lower limit _____ Upper limit _____ Insurance X

UMDAP X Medi/Cal X Medicare X

DIRECTOR/ADMINISTRATOR Ian Hunter, Ph.D.

CONTACT PERSON Rosa F. Kaplan, D.S.W., Coordinator, Alcohol & Drug Abuse Services

Available for consultation regarding suitable facilities.

RESOURCE DIRECTORY

NAME La Puente Valley Community Mental Health Center

ADDRESS 160 South 7th Ave., La Puente 91744

MAJOR CROSS STREETS Valley Blvd. & Sunset - 7th

TELEPHONE 961-8971

AREA SERVED SE San Gabriel Valley: Bassett, La Puente, Industry, Valinda
W. Covina (So. of SB Fwy), Hacienda Hts.,
Rowland Hts., Walnut, Diamond Bar (W. portion)

AGES SERVED Children, adults, elderly

SERVICES/SPECIAL PROGRAMS 1) Crisis intervention, field psychiatric emergency
response, including specialized therapy for victims of rape, wife abuse, child
abuse, incest; screening for voluntary and involuntary psychiatric hospitalization,
alcohol and drug consult and referral. 2) Child and adolescent out-pt. therapy,
emphasis on family assessment and family therapy; group, indiv., play therapy.

HOURS M, W, Th, F 8:00 am - 7:00 pm; Tues 8:00 am - 9:00 pm. (over)

LANGUAGES (OTHER THAN ENGLISH) Spanish, Chinese

FEES:
Lower limit _____ Upper limit Will refer out
higher fee Insurance All
UMDAP All* Medi/Cal Yes Medicare Yes

*Can apply for fee reduction/waiver for clinical reasons.

DIRECTOR/ADMINISTRATOR Ian Hunter, Ph.D.

CONTACT PERSON 1) - 4) - Call crisis team for referral; 5) Consultation:
Barbara Smith

RESOURCE DIRECTORY

NAME L.A. County Probation Dept. (Citrus Area Office)

ADDRESS 1427 W. Covina Parkway, West Covina, CA

MAJOR CROSS STREETS Sunset & West Covina Parkway

TELEPHONE 213-338-8641

Bassett, Baldwin Park, Azusa.

AREA SERVED Covina (County area), Hacienda, Roland, W. Covina, La Puente,

AGES SERVED All ages

SERVICES/SPECIAL PROGRAMS Full service office

HOURS 8:00 - 5:00 Monday through Friday

LANGUAGES (OTHER THAN ENGLISH) Spanish

FEES: None

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Jack Fritz

CONTACT PERSON Juvenile, Mel Outlaw; Adult, Glen Reed

RESOURCE DIRECTORY

NAME Mt. San Antonio College

ADDRESS 1100 N. Grand Ave., Walnut 91789

MAJOR CROSS STREETS Temple and Grand

TELEPHONE 594-5611

AREA SERVED Community District, area bounded by Pomona-LaVerne-Bassett

AGES SERVED 18+ average age 27 years

SERVICES/SPECIAL PROGRAMS College credit, community services, adult ed.,
special programs, etc. All support services: counseling, placement, financial
aid, health, tutorial, etc.

HOURS 7:00 am - 10:00 pm, Monday - Thursday

7:00 am - 5:00 pm, Friday - Some Saturdays

LANGUAGES (OTHER THAN ENGLISH) Staff resources

FEES: out of state
tuition
Lower limit \$7 Upper limit \$82/unit Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____
Financial Aid

DIRECTOR/ADMINISTRATOR President Jack Randall

CONTACT PERSON Bruce Paulson, Dean, Student Services

RESOURCE DIRECTORY

NAME National Council on Alcoholism of E. San Gabriel and Pomona Valleys, Inc.

ADDRESS 251 E. Front St., Covina, CA 91723

MAJOR CROSS STREETS Second Ave.

TELEPHONE 213-331-5316

AREA SERVED El Monte Eastward to County line

AGES SERVED All

SERVICES/SPECIAL PROGRAMS Public information, referral, and community education.

TARS (Teen Alcohol Rap Session) for youths up to 18 years of age. Drinking

driver programs for court cases. Senate Bill 38 Program for second offenders

of driving under influence. Occupational consultant on staff to work with

business and industry to resolve poor work performance due to personal problems.

HOURS Referral - 8:30 am - 9:00 pm plus 24 hour hot line. Court programs

different hours of the day.

LANGUAGES (OTHER THAN ENGLISH) Spanish

No fee for public information referral and education. Minimum charge

FEES: for court cases:

Lower limit \$5/session Upper limit \$575/year Insurance 0

UMDAP x Medi/Cal 0 Medicare 0

DIRECTOR/ADMINISTRATOR Pauline D. Buxton

CONTACT PERSON Ask anyone who answers for desired assistance. All staff trained to assist clients.

RESOURCE DIRECTORY

NAME Pomona Open Door

ADDRESS 1698 N. Garey Ave., Pomona, CA 91767

MAJOR CROSS STREETS Artesia

TELEPHONE 714-629-6018

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS Out-patient treatment, prevention, diversion,
parenting groups, tutoring, drug counseling. Low key, pleasant, modest facility.

HOURS 10:00 am - 6:00 pm M-Th; Fri 9:00 am - 5:00 pm

emergency crisis intervention

LANGUAGES (OTHER THAN ENGLISH) None

FEES: Sliding Scale - Short-Doyle, County

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Pat Pirkelbauer - Executive Director

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Pomona Valley Psychological Center

ADDRESS 1298 N. Park Ave., Pomona, CA 91768

MAJOR CROSS STREETS Park Ave. and Orange Grove

TELEPHONE 714-620-1161

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS Full range including alcohol, sexual and neurological analysis. Developing stress management clinic.

HOURS 9:00 am - 9:00 pm M-F 24 hour answering service; staff on call

LANGUAGES (OTHER THAN ENGLISH) None

FEES:

Lower limit \$40 Upper limit \$70 Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Benton E. Allen PhD

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME San Gabriel Valley Crisis Evaluation Unit (c/o Metropolitan State Hosp.)

ADDRESS 11400 Norwalk Blvd., Norwalk, CA 90650

MAJOR CROSS STREETS _____

TELEPHONE 868-1721

AREA SERVED San Gabriel Valley Region primarily.

AGES SERVED Adults 18 years and older.

SERVICES/SPECIAL PROGRAMS Provides short-term psychotherapy, crisis therapy, information and community referral services. Up to ten beds available for voluntary and involuntary patients in need of psychiatric evaluation for hospitalization.

HOURS 24 hours a day, 7 days a week

LANGUAGES (OTHER THAN ENGLISH) _____

FEES: Short-Doyle

Lower limit _____ Upper limit _____ Insurance _____

UMDAP X Medi/Cal X Medicare _____

DIRECTOR/ADMINISTRATOR Charles Veals, M.S.W., Administrative Coordinator

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME San Gabriel Valley YWCA

ADDRESS 961 S. Glendora Ave., West Covina CA 91790

MAJOR CROSS STREETS Glendora at Vine

TELEPHONE 213-960-2995

AREA SERVED San Gabriel Valley - 605 Fwy to 57 Fwy & Arrow Hwy to No. -
Pomona Fwy. South

AGES SERVED All ages

SERVICES/SPECIAL PROGRAMS Women's Resource Center (Men and women - employment
preparation, GED, classroom training), Child Care Center (pre-school), WINGS

Shelter for Battered Women, Hotline (rape, battered women and all crisis),

Singles Club, Mother's Club, Travel Club, etc. Children's classes (male and

female)Adult HPER, Personal Growth, Special Interest, Dance and Physical Ed.
classes (male and female). Four summer day camps (La Puente, Covina, Rowland Hts.

HOURS 9:00 am - 9:00 pm Sat. 8:00am - 3:00 pm (over)

LANGUAGES (OTHER THAN ENGLISH) Spanish
Shelter - free to qualified persons

FEES: Employment program - free to qualified persons
Classes and clubs - nominal fees

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Ann Dougherty, Executive Director

CONTACT PERSON Joan Brady, Program Director

Note: This is a membership organization - required for classes.

\$10 Adult - \$3 Youth and Teens

RESOURCE DIRECTORY

NAME Dr. Seeley, MD

ADDRESS 3207 So. Brea Canyon Rd., Diamond Bar, CA 91765

MAJOR CROSS STREETS Diamond Blvd. & South Brea Canyon Rd.

TELEPHONE 714-598-1917

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS Psychiatry - out patient, sex therapy

HOURS By appointment 9:00 am - 5:00 pm

Emergency answering service.

LANGUAGES (OTHER THAN ENGLISH) -

FEES: \$75/session - some flex.

Lower limit _____ Upper limit _____ Insurance X

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Dr. Seeley

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Sierra Royale Hospital

ADDRESS 125 W. Sierra Madre Avenue, Azusa, CA 91702

MAJOR CROSS STREETS Foothill and Azusa Ave.

TELEPHONE 213-334-0351

AREA SERVED unlimited

AGES SERVED adolescents - adults

SERVICES/SPECIAL PROGRAMS psychiatric in-patient hospital with special therapeutic programs for adolescents and adults.

HOURS _____

LANGUAGES (OTHER THAN ENGLISH) _____

FEES:

Lower limit _____ Upper limit X Insurance X

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Medical Director: Dr. Vernon Bohr

CONTACT PERSON Administrator: Mr. Thomas Oki

RESOURCE DIRECTORY

NAME State of California Employment Development Department

ADDRESS 933 So. Glendora Ave., W. Covina, CA 91790

MAJOR CROSS STREETS Cameron

TELEPHONE 213-962-7011

AREA SERVED Valinda, Rowland Hts.
W. Covina, Covina, La Puente, City of Industry, Hacienda Hts.,

AGES SERVED 16

SERVICES/SPECIAL PROGRAMS Unemployment Insurance, Employment Services, Counseling
and Testing, Veteran Services, Job Search Workshops, Work Incentive Program
for AFDC Applicants, Job Corp, CETA Certification Unit.

HOURS 8:00 am - 5:00 pm, Monday through Friday

LANGUAGES (OTHER THAN ENGLISH) Spanish

FEES: All services free of charge

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Oscar G. Laubbaeher, Office Manager

CONTACT PERSON Joyce Blackhorn

RESOURCE DIRECTORY

NAME Tri City Mental Health Authority

ADDRESS 1149 N. Garey Ave., Pomona

MAJOR CROSS STREETS Alvarado and Garey

TELEPHONE 714-623-6131

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS Occupational therapy, recreation therapy with day treatment center, child and adolescent program.

HOURS 8:30 am - 7:00 pm M-Th; 8:30 - 5:30 pm Fri.

After hours referred to Metropolitan Crisis Unit

LANGUAGES (OTHER THAN ENGLISH) _____

FEES: Based on income

Lower limit \$12 Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal X Medicare _____

DIRECTOR/ADMINISTRATOR Todd Burley, PhD

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Valley Light Industries, Inc. (Rehabilitation - Sheltered Workshops)

ADDRESS 822 N. Grand Avenue, Covina, CA 91724

MAJOR CROSS STREETS _____

TELEPHONE 213-331-9966

AREA SERVED San Gabriel Valley

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS Subcontract - packaging - low production shop

Some transportation provided.

HOURS 8:15 am - 4:45 pm Clients 8:30 am - 3:00 pm

LANGUAGES (OTHER THAN ENGLISH) _____

FEES: Funding through sale of products and County funding

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Kent McKee

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME Whittier Mental Health Center

ADDRESS 7639 South Painter Ave., Whittier, California 90602

MAJOR CROSS STREETS _____

TELEPHONE 945-2381

AREA SERVED Whittier Health District

AGES SERVED Over 17-1/2 (Children referred to Inter-Community Child Guidance Clinic)

SERVICES/SPECIAL PROGRAMS Out-patient Services: Psychotherapy - individual, group, conjoint and family, Crisis intervention, Psychiatric Emergency Team, Medication Supervision, vocational rehabilitation.

HOURS M - F 8:00 am - 5:00 pm

LANGUAGES (OTHER THAN ENGLISH) Spanish, Latvian, German

FEES: Short-Doyle

Lower limit _____ Upper limit _____ Insurance _____

UMDAP X Medi/Cal X Medicare _____

DIRECTOR/ADMINISTRATOR Deputy Director: Allan Rawland, M.S.W.
District Chief: Mary Sommer, M.S.W.

CONTACT PERSON Ask for Intake Worker

RESOURCE DIRECTORY

NAME Wright Psychiatric Medical Group

ADDRESS 1840 N. Hacienda Blvd. #10, La Puente, CA 91744

MAJOR CROSS STREETS Francisquito

TELEPHONE 213-918-8252-53-54

AREA SERVED _____

AGES SERVED _____

SERVICES/SPECIAL PROGRAMS All modalities of psychotherapy, consulting, hospitalization (3 facilities), vocational rehabilitation consultant including physically handicapped.

HOURS 9:00 am - 7:00 pm 24 hour emergency service

LANGUAGES (OTHER THAN ENGLISH) No

FEES:

Lower limit _____ Upper limit _____ Insurance X

UMDAP _____ Medi/Cal X Medicare X

DIRECTOR/ADMINISTRATOR Geoffrey B. Wright, M.D.

CONTACT PERSON _____

RESOURCE DIRECTORY

NAME YWCA - WINGS Shelter for Battered Women and Their Children

ADDRESS confidential

MAJOR CROSS STREETS in W. Covina/Covina area

TELEPHONE 967-0658 HELPLINE (office 332-3529)

AREA SERVED East San Gabriel and Pomona Valleys

AGES SERVED all battered women

SERVICES/SPECIAL PROGRAMS Shelter for 4-6 women and their children (up to 18 total) and a supportive counseling and advocacy program.

HOURS 24-hour, 7-days/week HELPLINE and staff coverage of shelter.

LANGUAGES (OTHER THAN ENGLISH) Some Spanish

FEES: Poverty level clients only (grant supported). \$1.25/night per adult; 25¢/night per child.

Lower limit _____ Upper limit _____ Insurance _____

UMDAP _____ Medi/Cal _____ Medicare _____

DIRECTOR/ADMINISTRATOR Yvonne Schugler

CONTACT PERSON Sue Lee, Susan Bass

