

# SSG Newsletter

## CONNECTING THE DOTS

THE RESILIENCE SERIES

 *Heroes Work Here* 



# **CONNECTING THE DOTS**

## A brief overview of SSG's resilience in the time of COVID-19

**MARCH**



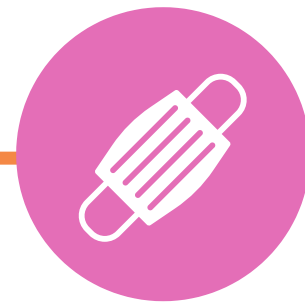
Safer at Home order | SSG deemed Essential Service Provider | PPE & safety supplies distributed to front line staff

**APRIL**



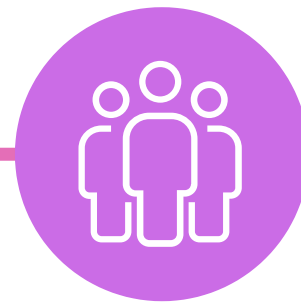
SSG hires Dr. Parveen Kaur, MD as the COVID-19 Medical Director & advises the SSG Crisis Management Team | HIPAA compliant Telehealth services launched

**MAY**



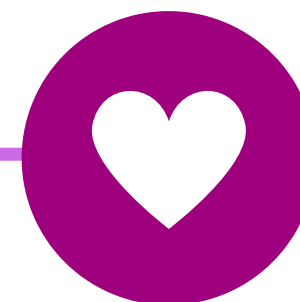
SSG prioritizes & implements COVID-19 in-house testing | New protocols created & implemented for safety of all staff

**JUNE**



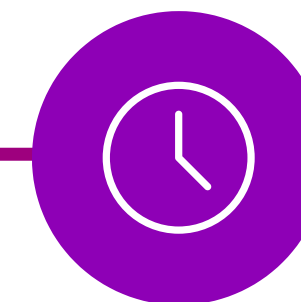
Black Lives Matter | Walk for Justice | Moving Towards Hope Together | Divisions prioritize virtual social justice initiatives and resources across the org

**JULY**



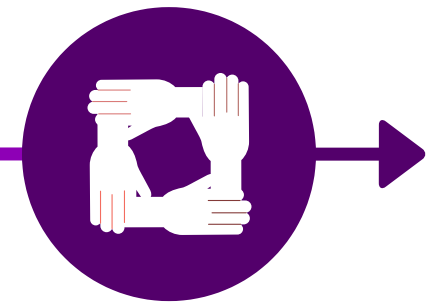
SSG mobilized a 12 agency collaborative with 211 and the LA County Human Relations Commission. This important LA vs. Hate campaign is made possible by LA County CEO's office

**AUGUST**



All SSG sites & services remain active through the Pandemic to continue serving our community | SSG moves forward with expansion of residential programs

**SEPTEMBER**



Many SSG Divisions pivot to hold annual events virtually so that community members could come together in a safe way and feel supported among peers

# A CLOSER LOOK

SSG prioritizes the health and safety of staff during an unprecedented Pandemic.



## SAFETY

- SSG/HR created a warehouse system to maintain a supply of safety items & PPE
- COVID-19 related policies were created to protect all staff
- The in-house disinfecting crew was started for vehicles, residential sites & offices



## HEALTH

- SSG Group Medical Plan was maintained with no extra costs for staff as SSG absorbed all premium increases
- Executive Director Herb Hatanaka sends video message to all staff about SSG's response to COVID-19

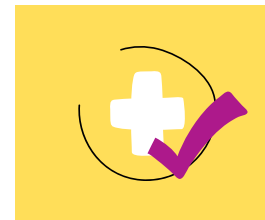


## STRATEGY

- Creation of the Crisis Management Team (CMT) at beginning of pandemic
- SSG Strategic Plan created by Executive Director Herbert Hatanaka
- Emergency relief programs (virtual and live) created by SSG Divisions at amazing speed

# A CLOSER LOOK

The **SSG Strategic Plan** was created by Executive Director Herbert Hatanaka and the Crisis Management Team to ensure the future of SSG and to allow us to safely continue serving our communities.



## CRISIS INITIATIVE #1

- Sustain clinic operations for 22 outpatient facilities serving client caseloads of 7,500+



## CRISIS INITIATIVE #2

- Sustain Residential Operations for 20+ bridge, crisis & interim housing and treatment programs



## CRISIS INITIATIVE #3

- Sustain Field-based Services to engage and help vulnerable populations and homebound clients



## CRISIS INITIATIVE #4

- Develop a Supply Chain and Inventory of protective products, gear and equipment, custodial review and disinfecting vendor

## CRISIS INITIATIVE #5

- Develop and Manage Financial Strategy and Policy to Sustain Organizational Viability

## CRISIS INITIATIVE #6

- Internal and External Communication Strategy



## CRISIS INITIATIVE #7

- Human Resource Management: Sustaining our Workforce

# EXPANDING OUR SERVICES

## SSG FAMILY OF PROGRAMS

Instead of just maintaining our service levels, SSG actually expanded services across the board during the pandemic. The most dramatic increase occurred in our directly operated residential sites growing from 14 sites in 2019 to 22 sites in 2020, a 57% increase.



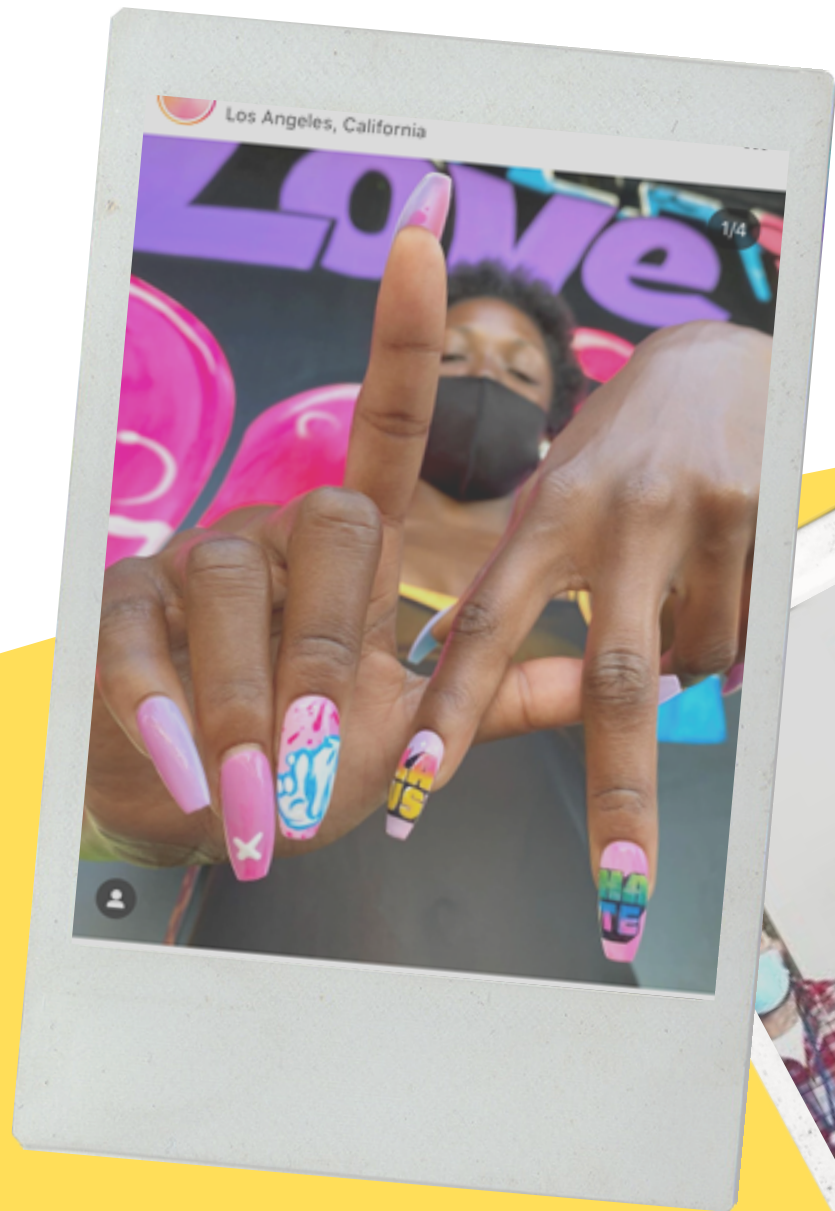
# A CLOSER LOOK

Taking a look at the important work done across all service categories



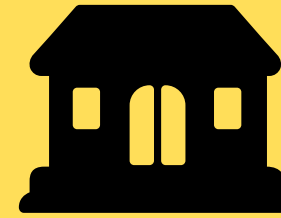
## ADVOCACY

- **Herb Hatanaka** was appointed as Co-Chair for the Funding Committee of the 'Alternatives to Incarceration (ATI) Work Group
- **BACUP** advocates for legislative bill SB-803 requiring state certification for Peer Specialists working in the public behavioral health system #PeerSupport
- **PALS for Health** supports Translators & Interpreters who worked hard to win exemption from Gig Worker Bill AB5
- **APIFM** conducted outreach for the 2020 Census & published an Op-Ed on Why the Census Matters During a Public Health Emergency in the Alhambra Source
- **SILVER** encouraged seniors & the community to write letters to Governor Newsome imploring him to withdraw budget cuts to the Master Plan for Aging during the Pandemic



# A CLOSER LOOK

Taking a look at the important work done across all service categories



## RESIDENTIAL

- **HOPICS** opened new crisis, bridge and interim residential sites in SPA 6 providing critically needed housing during the Pandemic
- **P180** added several interim forensic court supervised housing sites for formerly incarcerated clients
- **HOPICS, APAIT & SILVER** joined forces to house vulnerable clients and deliver critically needed services for LGBTQ+ individuals and older adults
- **AP Recovery** met the need and continued to provide interim forensic housing for women in crisis
- **Alliance** partnered with the Economic Roundtable creating innovative programming providing housing & wraparound-style services for clients in SSG's East Rancho Apartments



# A CLOSER LOOK

Taking a look at the important work done across all service categories



## TELEHEALTH

- **OTTP-SF** shined with resilience as they became one of the first CA communities and Divisions to experience lockdown and pivoted to deliver remote services via Telehealth
- Many **SSG Divisions** continued therapeutic activities with clients by adapting to virtual programs & providing tech supplies such as tablets to ensure that no one is left behind
- Though it wasn't easy, all of our SSG **Health Heroes** remained strong, transitioning to work from home and taking the front lines by storm to keep our essential behavioral health, advocacy, health access, and homeless services available to all who needed assistance in an unprecedented time of crisis

# A CLOSER LOOK

Taking a look at the important work done across all service categories



## HOMELESS SERVICES

- **HOPICS** opened two Project Room Key sites in South LA in partnership with LAHSA, LAFD & LADPH providing our vulnerable homeless neighbors with a safe place to stay
- **HOPICS & P180** outreach teams led the forefront of local efforts to identify unsheltered individuals at most risk of COVID-19 complications, to engage and transition them rapidly into safe housing
- **APAIT** forged forward in preparing Auntie Mele's House for opening this fall to provide shelter and services for LGBTQ+ individuals while maintaining all of their behavioral health, testing & support services for the community



# VIRTUAL SPARK

Join us for an open discussion on risks related to substance use and sexual health! Learn to protect what you value.

WHAT TO EXPECT:  
3 VIRTUAL SESSIONS  
MENTAL HEALTH SUPPORT  
SOCIAL MEDIA PEER STORY  
UP TO \$90 EGIFT CARD



## VIRTUAL LEARNING SESSION

Reimagine. Reclaim.  
Redefine Healthy Communities.

WEDNESDAY, SEPTEMBER 16TH @ 2:00 – 4:00 PM PST

RSVP: [HTTPS://TINYURL.COM/SOUTHCENTRALREDEFINED](https://tinyurl.com/southcentralredefined)


Moderated by  
**EUNISSES HERNANDEZ**  
Co-Executive Director, @La Defensa

**MARTHA DINA ARGÜELLO**  
Executive Director, @Physicians for Social Responsibility Los Angeles

**FAISAL A ROBLE**  
Chief Equity Officer, Los Angeles Department of City Planning

Host, South Central Rooted Pod

**ELMER ROLDAN**



# A CLOSER LOOK

Taking a look at the important work done across all service categories



## EMERGENCY SERVICES

- **SSG Development Team** collaborated with many Divisions to fundraise over \$150,000 for vital emergency services & supplies
- **APIFM** implemented the Emergency CSA Program to assist SSG Divisions & supply vulnerable community members with fresh produce, essential items and public health information
- **HOPICS** created their own distribution center filled with donations of groceries, hygiene products, and baby/children supplies to provide essential resources to clients in South LA
- **WEBER** opened a client 'Food Pantry' for WCC families in need including healthy food prep workshops



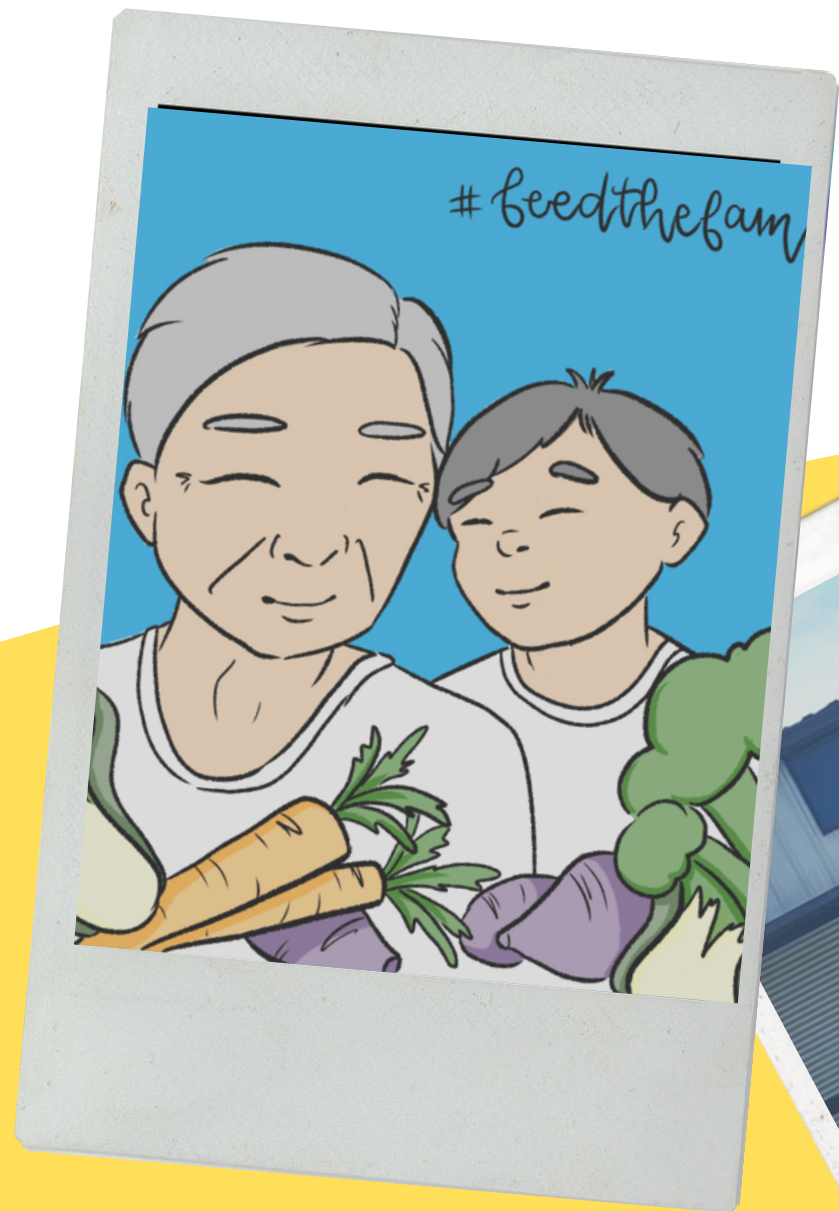
# A CLOSER LOOK

Taking a look at the important work done across all service categories



## SOCIAL JUSTICE

- **HOPICS** walked for justice and shared stories from the front lines urging the community of LA to confront institutional racism, declare it a matter of public health and prioritize its elimination from county policies, practices & programs
- **P180 & HOPICS** pushed for legislative bill AB2147 that provides expedited expungement for formerly incarcerated people who successfully participated in fire fighting training camps
- **APCTC** partners with African American Health Coalition for a workshop on the historic & current trauma affecting the mental wellness of African American & API communities
- **R&E** provided TA & capacity building to CBOs grappling with COVID-19 & the tumultuous landscape of racial justice work



# A CLOSER LOOK

SSG takes pride in the fact that so many Divisions maintained services in-language for so many communities. Let's take a closer look at a few accomplishments.



## LANGUAGE ACCESS

- **PALS for Health** 40 Hour Interpreter Training went virtual for the first time using the Moodle platform to train in 3 languages (Spanish, Armenian, and Russian). PALS team conducted multiple Simultaneous Interpretations regarding mental health, COVID-19, and Individualized Educational Programs (IEP).
- Consecutive and Simultaneous language services were also continued using Zoom, Google Meets, and Microsoft teams.
- Multiple translation projects were conducted for the Office of Mayor Garcetti, the Department of Public Health, the Department of Mental Health, and the National Asian Pacific Center on Aging (NAPCA).
- **APIFM & SILVER** distributed important safety and community resources related to mental wellness, health, nutrition & COVID-19 in over 10 different languages, working to eliminate health disparities based on access to in-language education.



Quý vị sẽ không đơn

Quý vị có cảm thấy cô đơn,  
buồn hay lo lắng không?  
Quý vị có cảm thấy khó ngủ hay  
không cảm thấy như chính mình?

Đã có chúng tôi ở đây để hỗ trợ quý vị.  
SSG Silver sẽ cung cấp dịch vụ tư vấn và  
quản lý hồ sơ cho người cao tuổi ở Los Angeles.

Chúng tôi cung cấp dịch vụ miễn phí  
cho những ai đủ điều kiện.  
Chúng tôi đã phục vụ cho cộng đồng của chúng tôi trong hơn  
50 năm hợp tác với các cơ quan của thành phố và quận.

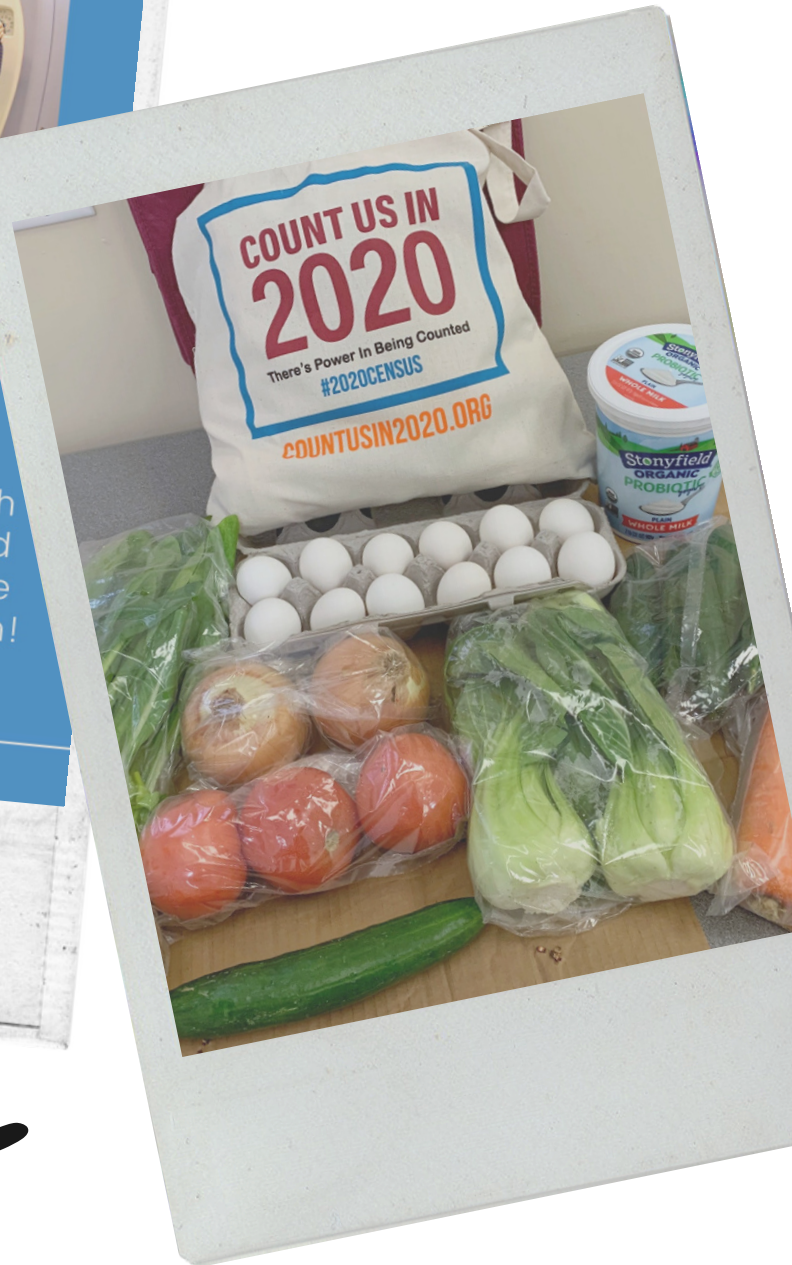



Our hearts are filled with gratitude for all of

## Onsite Interpreters

who are still working on the front lines of health  
care, ensuring that patients who are deaf, hard  
of hearing or limited English proficient still have  
access to culturally competent communication!

CCHICERTIFICATION.ORG



# A CLOSER LOOK

Recognizing division efforts through unprecedented times



## ENGAGING & PROTECTING

- **CRS** worked with SSG and A to Z Services on safety protocols to disinfect vehicles & sites
- **APAIT** continued Midnight Stroll and remained on the front lines to outreach and educate vulnerable transgender women living on Hollywood's streets
- **OTTP-LA** provided Mental Health First Aid Training in schools with the skills needed to identify and address potential mental health crises among students
- **SILVER** #older&bolder was launched in a new newsletter and via social media showing that aging is an extraordinary process and we are in it together
- **SSG RCC** increased in-language service capacity in Moreno Valley and Riverside County by adding Mandarin & Spanish



# A CLOSER LOOK

Recognizing division efforts through unprecedented times



## COMMUNITY ACTIVITIES

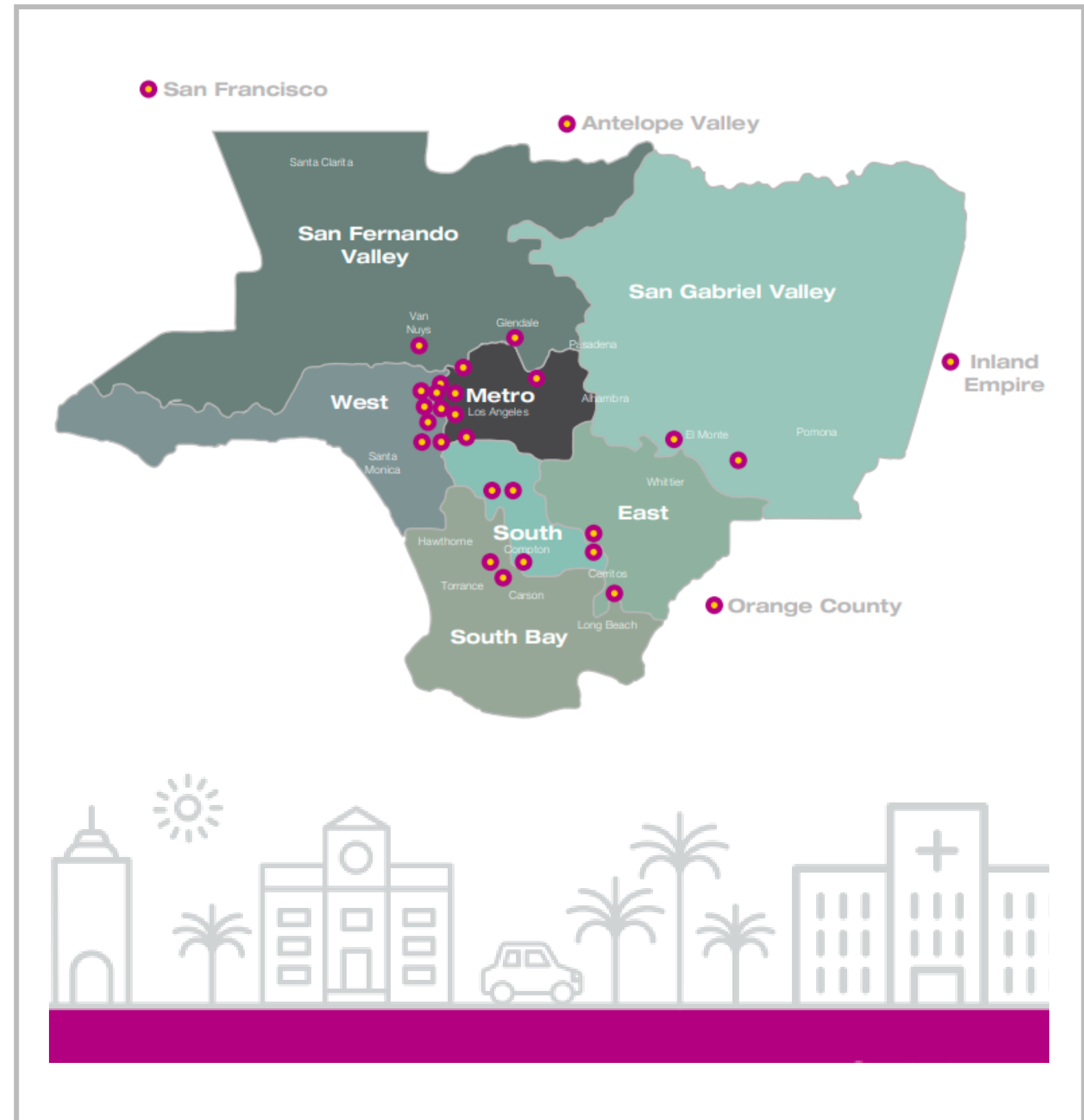
- **APCTC** provided meaningful outdoor activities for clients with a Garden Group allowing them to manage their mental health by finding joy and hopefulness in watering, planting and harvesting
- **OTTP-LA** adapted and executed their first Virtual Art Show maintaining a platform for youth clients to share their art and talents with the community
- **HOPICS** held the 2020 Virtual AI-Impics event with speakers and performers ensuring everyone could participate and feel supported from wherever they are
- **OTTP-SF** raised \$100K for emergency healing & vital services for youth in the San Francisco Bay Area



# EXPANDING OUR REACH

## SSG MEETS THE NEED

In this time of greater need, SSG expanded our service locations to surrounding counties such as the Inland Empire, and grew even more throughout Riverside and Orange County. At the same time, the SSG Development Team worked with many divisions submitting nearly \$10 million dollars worth of grant requests to grow and sustain on-going programs, as well as address emergency needs for our community members.



# A CLOSER LOOK

Taking a look at how we have grown into new locations in 2020



## RESIDENTIAL

- **Alliance** - East Rancho Apartments
- **APAIT** - Auntie Mele's House
- **HOPICS/APAIT** - Casa De Zuma
- **HOPICS/SILVER** - Silver Villa
- **HOPICS** - Compton Ave.



## RESIDENTIAL

- **HOPICS** - Long Beach Blvd.
- **HOPICS** - Ms. Hazel House 3
- **HOPICS** - Project Roomkey - Tropicanna Hotel
- **HOPICS** - Project Roomkey - Vagabond Hotel



## OFFICES & CO-LOCATIONS

- **APAIT** - Orange County
- **APCTC** - Riverside
- **APCTC** - Wilshire Center renovation
- **HOPICS** - Navigation Center
- **SILVER** - Culver City 2 (co-location)



## PARTNERSHIPS

- **HOPICS** partnered with Councilmember Marqueece Harris-Dawson to open the first South LA Navigation Center in summer 2020
- **SSG** partnered with 12 CBO's for the countywide LA vs Hate initiative

# TO OUR SSG FAMILY...

Thank you for taking the time to read SSG's Newsletter Connecting the Dots. As an SSG employee working for your respective Divisions -- Thank YOU for your endless hard work. SSG applauds you for taking great pride in your work to serve our many communities.



# A MESSAGE FROM HERB

