



# Redwood Community Services

## *Organizational Change Through Tumultuous Times*



*Reshape. Empower. Accept. Lead.*

MAKING CONNECTIONS SINCE 1995

# Redwood Community Services, Inc.

Redwood Community Services was born from a dream that one day all foster youth would have a place to call home. That vision led the agency for over a decade and proudly remains a cornerstone of the dedicated work we do today.

Empowering communities  
for long term Success!



RESHAPING  
vulnerable lives through  
positive interactions

ACCEPTING  
human connection &  
transforming relationships

EMPOWERING  
communities for  
long term success

LEADING  
social change &  
community wellness



# RCS History and Growth (30 years)

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## **Founding and Early Growth (1995–2000):**

**Founded in 1995 as FFA**, focused on caring for children and families.

**Expanded services** with transitional housing and Youth Residential Services.

**Introduced a continuum of care** approach for comprehensive support.

## **Expansion and Service Diversification (2002–2013):**

**Expanded services:** Mental health, youth resource centers, runaway/homeless youth programs

**Integrated practices:** Trauma-informed care and Medi-Cal EPSDT services

**New programs:** Launched to address unmet community needs

## **Serving the Lifespan and Systemic Change (2014–2019):**

**Added** adult mental health, crisis, substance use, outpatient services

**Supported winter shelters;** partnered for year-round shelter

**Developed enhanced care models** for complex needs

## **Recent Developments and Integrated Care (2023–2025):**

**Expanded continuum of care** across 3 primary counties

**Launched Lake County** shelter operations

**Introduced CalAIM** Enhanced Care Management & Community Supports



# REDWOOD COMMUNITY SERVICES, INC

RESHAPE • EMPOWER • ACCEPT • LEAD



Making connections since 1995, Redwood Community Services has built a continuum of programs designed to ensure the best possible outcomes for our most vulnerable population. From behavioral health to substance abuse, community based to residential, all RCS programs are built to empower, encourage, and sustain success while providing unconditional care and positive interactions.

## DEPARTMENTS & PROGRAMS

### Foster Family Agency

- Resource Family Approval
- Therapeutic Foster Care (TFC)
- Intensive Services Foster Care (ISFC)
- Redwood Coast Regional Center (RCRC) Level III & Level IV Services
- Adoptions- Mendocino County

### Behavioral Health Services

- Specialty Mental Health Services - Adults & Children
- Interpersonal Skills Training Center (ISTC) - Mendocino County
- Therapeutic Behavioral Services (TBS)
- Peri/ Non-perinatal outpatient services- Lake County
- Tule House Peri/ Non-Perinatal Adult Residential- Lake County
- Arbor IOT Outpatient- Mendocino County

### Family Social Services

- Wraparound Services- Lake & Humboldt Counties
- Title IV-E Training Services- Lake, Mendocino & Humboldt Counties

### Skill Building and Empowerment Services

- Arbor Youth Resource Center - Mendocino County
- Restorative Justice Youth Court (RJYC) Mendocino County
- The Harbor Youth Resource Center- Lake County
- CalWORKs Expanded Subsidized Employment (ESE) - Mendocino County
- Department of Rehab Program (DOR)- Mendocino County

### Transitional & Residential Services

- Transitional Housing Placement Program (THPP) - Mendocino County
- Transitional Housing Placement Plus (THP-Plus)- Mendocino County
- Transitional Housing Placement Plus Foster Care (THP-PlusFC)- Mendo Co.
- TAY Wellness- Mendocino County
- Gibson House Adult Residential
- Haven House Adult Residential
- Harmony House Adult Residential
- Nurturing Education and Skills Training (NEST)- Lake County

### Crisis Response Services- Mendocino County

- Redwood Community Crisis Centers (RC3) Coast & Inland
- Mobile Crisis Services
- Madrone House Crisis Respite
- Phoenix House Crisis Residential Treatment (CRT)
- Cypress Crisis Respite

### Youth Support Services

- Enhanced Short Term Residential Treatment Program (E-STRT)
- Birch House- Mendocino County
- Sequoia House- Humboldt County
- Family Urgent Response Services (FURS) Mendocino & Humboldt Counties
- Emergency Support Staff (ESS) Mendocino County

### Housing & Homeless Services

- Building Bridges Inland Winter Shelter & Day Center- Mendocino County
- Xamitin Haven Homeless Shelter- Lake County
- Enhanced Care Management (ECM)
- Community Supports (CS)
- Housing Navigation Services- Lake & Mendocino Counties

# Homeless and Shelter Services

## ▶ Building Bridges Emergency Shelter

### ▶ Shelter

- ▶ Collaboration w/  
hospitals & jail

### ▶ Day Resource Center

- ▶ Support groups
- ▶ Neighborhood  
cleanup
- ▶ Showers/laundry
- ▶ Housing search  
support

## ▶ Xamitin Haven Emergency Shelter

### THE FIVE KEYS TO EFFECTIVE EMERGENCY SHELTER



#### HOUSING FIRST APPROACH

Align shelter eligibility criteria, policies, and practices with a Housing First approach so that anyone experiencing homelessness can access shelter without prerequisites, make services voluntary, and assist people to access permanent housing options as quickly as possible.



#### SAFE & APPROPRIATE DIVERSION

Provide diversion services to find safe and appropriate housing alternatives to entering shelter through problem-solving conversations, identifying community supports, and offering lighter touch solutions.



#### IMMEDIATE & LOW-BARRIER ACCESS

Ensure immediate and easy access to shelter by lowering barriers to entry and staying open 24/7. Eliminate sobriety and income requirements and other policies that make it difficult to enter shelter, stay in shelter, or access housing and income opportunities.



#### HOUSING-FOCUSED, RAPID EXIT SERVICES

Focus services in shelter on assisting people to access permanent housing options as quickly as possible.

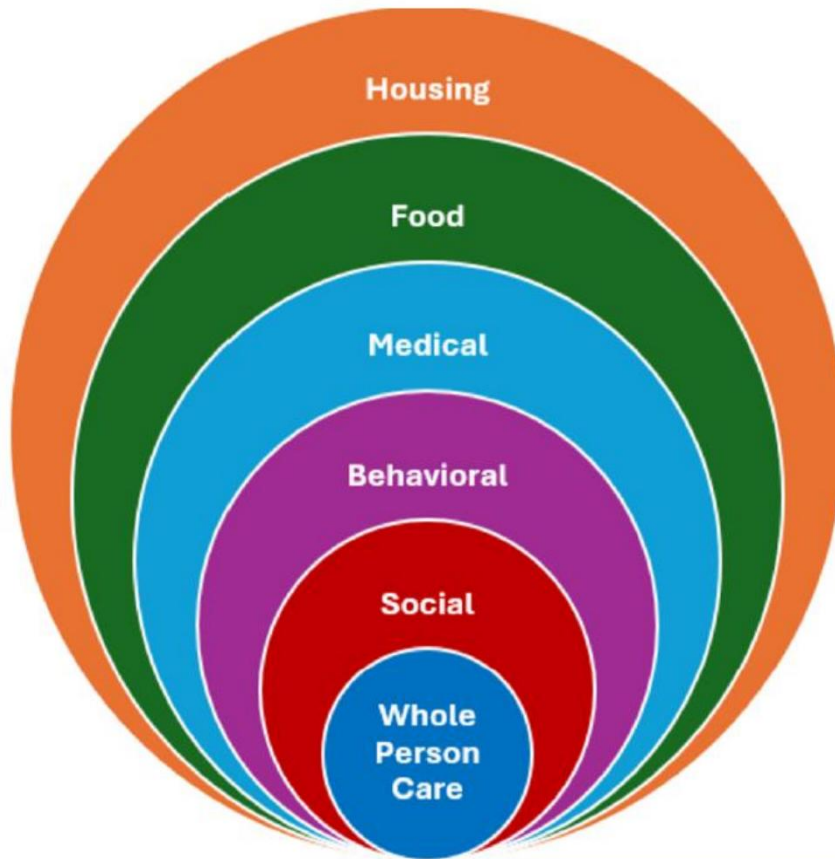


#### DATA TO MEASURE PERFORMANCE

Measure data on percentage of exits to housing, average length of stay in shelter, and returns to homelessness to evaluate the effectiveness of shelter and improve outcomes.

# Integrated Health Services

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- Housing Support Services
- Permanent Supportive Housing
- Rapid Re-Housing
- Homeless Support Services
- Emergency Shelter & Resource Center
- Enhanced Care Management



# Crisis Support Services

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Crisis Warm  
Line

Crisis  
Intervention  
and Response

Crisis Walk-In  
Centers

Crisis Respite

- Cypress
- Madrone

Mobile  
Response

Crisis  
Residential  
Treatment

Coordination  
of Care

Aftercare  
Services



# Outpatient Specialty Mental Health Services

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Assessment

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Therapy

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Individual Rehabilitation

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Group Rehabilitation

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Interpersonal Skills Training Center

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Individual Care Coordination

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Intensive Homes Based Services

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Therapeutic Behavioral Services

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Assertive Community Treatment

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Behavioral Health Court

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# Residential Programs

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Redwood Community Services (RCS) adult residential programs provide safe, supportive housing and integrated behavioral health services for adults with severe mental illness, substance use disorders, and other complex needs. These programs emphasize person-centered care, offering long- and short-term housing options designed to foster independence and stability.

## Enhanced- Short Term Residential Treatment Program

- Birch House and Sequoia House

## Adult Residential

- Haven House and Harmony House (AOT and Conservatorship)
- Gibson House (TAY and Transitional)

## Crisis Respite

- Cypress and Madrone

## Crisis Residential Treatment

- Phoenix House

## Peri/Non Peri Residential SUD Treatment

- Tule House

# Data and Outcomes

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Client Totals-Crisis	YTD
Adults (18+)	679
Youth (0-17)	139

Client Totals-Outpatient	YTD
Adults (18+)	399
Youth (0-17)	320

- Pediatric Symptom Checklist (PSC-35):
    - 55% of children showed improvement
  - Patient Health Questioner (PHQ-9):
    - 73% of adults showed improvement
    - 75% of children showed improvement
  - Generalized Anxiety Disorder-5 Scale (GAD-5):
    - 67% of adults showed improvement
    - 68% of children showed improvement
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# RCS Strategic Plan

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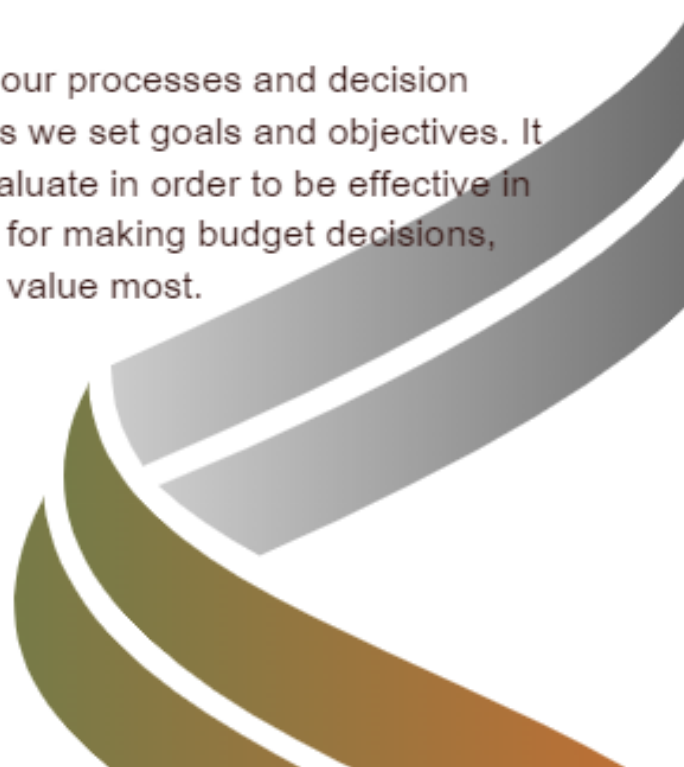
## EXECUTIVE SUMMARY

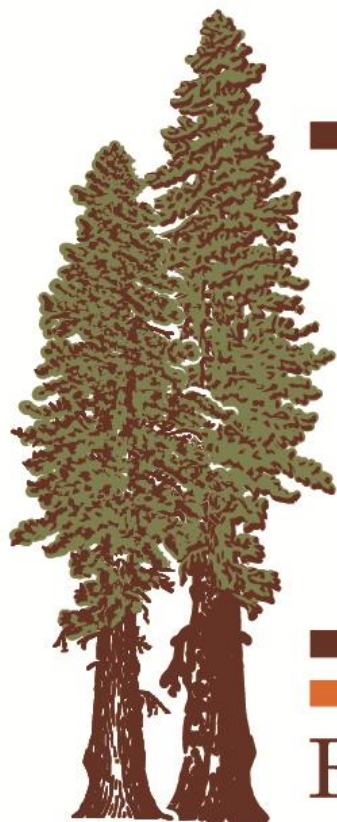
Our mission, *to empower communities for long-term success*, and our vision for a *vibrant, healthy, compassionate community where people feel seen, heard, and valued*, express our fundamental purpose and the ethical principles that guide us in our work.

Our strategic plan is the framework for our processes and decision making. It informs and aids our focus as we set goals and objectives. It guides us on the data to collect and evaluate in order to be effective in accomplishing our goals. It is the basis for making budget decisions, and it serves as a reminder of what we value most.

## STRATEGIC PLAN GOALS

- Fiscal Strength
- Quality Care
- Employer of Choice
- Communications
- Equity, Diversity & Inclusion





# RCS

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