

# PORTALS pathways

turning lives around since 1955

SPRING 2005 | VOLUME 3 | ISSUE 1 |

## WILSHIRE CENTER AWARDS NEW CONTRACT TO PORTALS 'WORKFORCE UNLIMITED'

### Job Skills and Placement Programs Prove Vital to Members' Return to Independent Living

**T**he Wilshire Center Business Improvement Corporation (WCBIC) has once again selected Workforce Unlimited and its crew of PORTALS members to maintain miles of sidewalks in this heavily-trafficked district. The new agreement extends and expands a successful business relationship between PORTALS and the Wilshire Center BID that dates back to 1998.

According to Gary Russell, executive director of WCBIC, "The Workforce Unlimited team consistently goes above and beyond the call of duty, maintaining not only their assigned areas, but also cleaning bus shelters, benches and trash cans that are the responsibility of other municipal agencies. They take great pride in their work, which has made a significant impact on the aesthetics of our district."

PORTALS CEO Jim Balla added that Workforce Unlimited is a non-profit

business run "by and for PORTALS members" that offers members paid transitional employment with a variety of job options, including janitorial and outdoor maintenance, grounds keeping, food service, and office service work.

Workforce Unlimited clients include, in addition to Wilshire Center, A Community of Friends' Berendo Apartments, Larchmont Village Neighborhood Association and Charles Dunn Company.

"Workforce Unlimited provides a chance for our members to put their newly-acquired work skills into action. This experience improves their potential to secure competitive jobs in the marketplace, and to remain successfully employed there," Balla said. Currently, the crew assigned to the Wilshire Center



*"The Workforce Team...takes great pride in their work, which has made a significant impact on the aesthetics of the district"*

GARY RUSSELL,  
EXECUTIVE DIRECTOR OF WCBIC

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### EMPLOYEE IN THE NEWS:



## TIERNEY IS TOPS WITH MEMBERS & STAFF

**T**ierney Shellmire has worked at PORTALS as a maintenance assistant since 1999. In 2003, he was voted PORTALS Employee of the Year by his colleagues. "It blew me away!" Tierney says of the honor, which brings a big smile to his face. That smile is the end result of a remarkable journey Tierney has traveled... a journey which has had its share of dark and stormy days, but is now at a very happy place.

Homeless for three years, Tierney found his way to a PORTALS facility where he was finally appropriately diagnosed and treatment was begun. He was then referred to the PORTALS Mariposa Club House. "When I arrived at

Mariposa," Tierney recalls, "I had no trust in anybody." But all that changed when Tierney met Mariposa's ebullient Service Coordinator Bill Hester.

"Bill saw something in me," Tierney recalls. When asked what he saw in Tierney, Hester enthusiastically responded, "I saw myself! Tierney needed a second chance just like I did when I came to PORTALS. He trusted me because he understood me. Tierney is the most understanding guy I know."

Inspired by his new-found friendship with Bill Hester, Tierney worked as a volunteer grounds-keeper at the Mariposa facility for three

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### CELEBRATING

**50**  
YEARS  
COMMITMENT TO QUALITY MENTAL HEALTHCARE  
1955-2005

turn a life around



## A MESSAGE FROM THE PRESIDENT & CEO, JIM BALLA

### Employment Turns Members' Lives Around



*We view work — paid employment — as deeply regenerative and restorative.*

view work — paid employment — as deeply regenerative and restorative. Clearly, moving our members into meaningful work, and keeping them there, is one of the important challenges we face as an agency focusing on recovery services. But it is, arguably, the key aspect of our mental health treatment philosophy having the most profound impact in the lives of the members we serve.

PORTALS invests nearly \$3 million per year (directly and indirectly) to help more than 1,500 members stabilize their lives, overcome the barriers to employment, and rejoin the community as independent working adults.

In this issue of Pathways, we have chosen to focus on PORTALS' employment programs — the latest news, the varied approaches, the scope, the outcomes, and the success stories. On behalf of all of our members, volunteers and staff, thank you for your continuing support as we rededicate ourselves, every day, to the "work" of helping to turn lives around.

**E**ven for people who don't struggle with serious mental health problems, employment is widely understood to be central to good mental health.

But, the mentally ill face extraordinary barriers to gaining competitive, community-based employment today. The 2002 report from the President's Commission on Mental Health noted a 90 percent unemployment rate among adults with serious mental illness. Strikingly, surveys show that many of these persons want to work and could work if they had the right kind of empathetic rehabilitative care.

While PORTALS provides an array of supportive employment, residential and socialization programs, work is basic to all our program settings. We

## MARY G. RUSSELL NAMED TO HEAD HR OPERATIONS

**P**ORTALS is proud to welcome to its senior management team Mary G. Russell, in the position of director of human resources. Among her many HR operations responsibilities are employee training and development, staff recruitment and hiring, employee relations, payroll/benefits administration and employee compensation.

"We are excited to have Mary join our senior management team," said Jim Balla, PORTALS' president and CEO. "Her respected professional experience, educational background and personal commitment to the PORTALS' mission make Mary the ideal candidate for this key management position."

Mary brings to PORTALS more than 20 years of progressive human resources experience in a variety of industries. Most recently she served as owner/vice president of human resources for Grady Influential HR Consulting, where she devised unique HR management solutions to address the needs of client companies. "Most often I found myself working with start-up, mid-sized, non-profit and manufacturing organizations," Mary said. "However, my passion for serving nonprofit agencies led me to PORTALS."



*Mary G. Russell, who now serves as director of human resources.*

Previously, Mary served as executive director of human resources at Fox Entertainment Group, where she managed day-to-day HR activities for 12 News Corp. companies in multiple states and internationally. Mary has also held key positions with Baxter Healthcare Corporation, Aratex, Washington Inventory Service, and Church's Fried Chicken. In addition to her professional work life, Mary also holds a top-level volunteer leadership position with Toastmasters International, a worldwide non-profit organization whose mission is to enhance the communications and leadership skills of its 200,000-plus members.

Mary is currently the Lieutenant Governor of Marketing for Toastmasters in District ONE, a territory that extends from Santa Monica to Long Beach, and includes sections of central and western Los Angeles. In 2002, Mary was named "Division B -Toastmaster of the Year," an honor recognizing her total commitment to leading and supporting the group's many District and Club events and activities. Mary received her Bachelor of Science degree in speech pathology from Grambling State University in Grambling, Louisiana.

## JOBS TURN MEMBERS' LIVES AROUND

CONT'D. from PAGE 1

Business district includes 20 maintenance workers and one crew chief -- and the territory they cover extends more than four miles.

Employment-related programs operated by PORTALS fall into three categories. In the first phase of their PORTALS experience, members develop and learn practical skills as part of the work adjustment program. The next step for many is supportive transitional paid employment, where members are hired to work for Workforce Unlimited, or at PORTALS offices, clubhouses or transitional residential facilities. The third important work program involves proactive job placement of members into mainstream community jobs.

"We want our members to sustain their new jobs once they're hired. So PORTALS job coaching and case management services continue, as

needed, on their behalf," Balla said.

From April 1, 2004 to March 31 this year, 166 members have taken part in the work adjustment program; 49 secured jobs internally at PORTALS facilities or as part of Workforce Unlimited; and 31 have transitioned successfully into mainstream paid community employment. Among the employers who welcomed PORTALS members since last April as new hires are Community Management Services, UCLA School of Medicine, VON'S Supermarkets, the Glendale Hilton Hotel, and McDonald's.

**DON'T FORGET THE SPRING APPEAL Pages 6-7**

## TIERNEY IS TOPS

CONT'D. from PAGE 1

weeks. He found the physical work both gratifying and inspiring, and he says, "From that time on, I never looked back. I realized that I could make my own worth. I took it and ran with it."

At Hester's recommendation, Tierney was hired by PORTALS to work as a maintenance assistant. Very shortly, Tierney was on board full time after proving to be an indispensable employee. And, once gainfully employed, Tierney was able to obtain full legal custody of his son Tierney, Jr. and enroll him in a private school. Last year Tierney, Jr. won a trophy for being first in his class in math, which he presented to his dad as a Father's Day gift.

As PORTALS CEO Jim Balla remarked to Tierney personally, "I'm honored to have you on the PORTAL team. Indeed, everyone at PORTALS is profoundly grateful to have you on our team!"

**CHECK OUT THE 'COMFORT OF CARE' CAMPAIGN PAGES 6-7**

## POWER OF PORTALS' MISSION INSPIRES NEW CHIEF OPERATING OFFICER

“What greater mission could there be than providing housing, counseling, and work to serve the mentally-ill homeless?” asks Michael Nanko, PhD, who signed on in January this year as PORTALS' chief operating officer.



*New COO, Michael Nanko*

It is the power of this mission, and PORTALS' 50-year record of success in turning lives around, that attracted Michael to the organization and inspires his work here today.

Michael first learned about PORTALS while he was a vice president at Cedar-Sinai Medical Center. “In the ER we often saw patients with serious mental health problems who had no home to go to, and no place that would properly care for them, let alone provide them with a comprehensive continuum of services and rehabilitation like that found at PORTALS,” he says. “I am continually awed by our determination to assist the seriously and persistently mentally ill with finite resources.”

“Moreover,” Michael continues, “I am very impressed with Jim Balla as a leader, and look forward to implementing his vision for the organization.”

“Finally, I especially like the fact those persons helped by PORTALS are considered ‘members’, not ‘clients’ or ‘patients.’ This reflects the fact that recovery is a team effort, a team that includes as a full partner the individual receiving care.”

As PORTALS' COO, Michael oversees administrative and support functions including human resources, asset/property/facilities and office management, purchasing and training. “I see my job here as providing the infrastructure so the rehabilitation

and clinician staff can better do their jobs in providing service excellence to PORTALS' members. In short, support the PORTALS program staff so they can better serve our members.”

Before joining PORTALS, Michael was chief operating officer for American Health Management, where he led the network development of a phase II clinical trial, the start-up and expansion of an addiction treatment center, and the turnaround of a science foundation and cell repository. At Cedars-Sinai he directed more than 20 clinical and support departments as well as managing the mental health delivery system. Michael has also held senior executives positions with Mercy Healthcare, St. Joseph's Hospital and Medical Center, and Sierra Vista Hospital.

Michael obtained a PhD degree in organizational psychology from United States International University in San Diego; an MA degree in psychology from California State University, Los Angeles; and a BA degree in psychology and cultural anthropology from the University of California, Santa Barbara.

## VOICES

### Meaningful Work Transforms Lives

“Yet for sickness of soul there is no cure but the work of a man's hands or his craft...”

Rudyard Kipling



PORTALS provided me -- a homeless mentally ill woman -- with housing, treatment, job skills training and placement. Now, I'm able to live in my own home, reunited with my two children.”

Diane, PORTALS Member

## COMMUNITY MENTAL HEALTH EXPERT JOINS PORTALS AS CLINICAL DIRECTOR

New to PORTALS this January, in her new role as clinical director, Jana Plasters oversees all member services and programs. She is responsible for clinical leadership, program assessment and development, regulatory compliance and contracting, hiring, and staff training and coaching. A member of the PORTALS executive team, Jana is helping to develop strategies and plans for innovative member programs and services throughout the agency.



*Clinical Director, Jana Plasters*

She has been a consummate advocate for the mentally ill throughout her career, including 17 years of experience in clinical and senior administrative posts for leading community mental health service agencies. She is a licensed marriage and family therapist.

Jana attributes her strong work ethic to her childhood growing up in rural Colorado. “My father was a rancher and my mother a nurse. My brothers and I were expected to get up before

dawn every morning to complete chores and feed the livestock before catching the school bus at 7 a.m. In my family, the approach to life I learned was ‘commit yourself to a job and finish it!’”

She began her career at Children's Institute International (CII) in Los Angeles, known for its leadership in child abuse, alcohol and drug treatment, and child welfare. At CII, Jana worked first as a clinician, then director of several mental health programs serving adults and children. In her work with adults, she led numerous parenting groups for parents ordered by Dependency Court

to receive treatment for child abuse/neglect issues; directed a perinatal alcohol and drug treatment program; and provided therapy for adults victimized as children.

Most recently, Jana managed the outpatient clinical department at The Help Group. There, she oversaw the operations of 13 clinical programs serving parents and “special needs” children aged 2 to 21.

Jana explained that “My vision for PORTALS is to have fully-integrated recovery-based programming to enable us to assist all of our members to improve the quality of their lives through jobs, housing, socialization and evidence-based clinical practices.”

She is anxious to expand PORTALS' services to include new state-of-the-art programs for children and older adults. “We are seeing more and more members with children looking for family treatment as well as older members requiring more specialized care.”

Jana sees PORTALS as a recognized leader in the mental health field worldwide, and is “very excited to be a part of the team.”



We envision a future when everyone with mental illness has access to treatment and supports— the essentials for working, for learning, and full community life.

Michael Hogan, PhD, Chair - The President's New Freedom Commission on Mental Health

## 'IN THIS TOGETHER: MEETING MEMBER NEEDS' THEME IS KEYNOTE OF SPRING ALL-STAFF MEETING

**T**he dawn of a new era in public mental health funding, and the resulting need for PORTALS staffers to creatively work together to meet member needs was the unifying theme of the March 25 all-staff recognition meeting held at St. Anne's Conference Center.

In his opening remarks to 150 employees and special guests, PORTALS CEO Jim Balla forecast the coming of a paradigm shift -- a full-scale transformation of California's public mental health system -- following the passage of the Mental Health Services Act (Proposition 63) last fall.

"Words like recovery-focused, member and family-centered, outcomes-driven, culturally and ethnically sensitive, and innovative service design" characterize the type of agency that will qualify for funding consideration under the provisions of the new legislation, Balla explained.

To best position PORTALS to compete for government funding, he said, "We will capitalize on PORTALS' core values that support the belief that persons with mental illness, many with dual diagnosis, can recover and live, work, learn and participate fully in their communities."



**FLANKED BY** Jim Balla, PORTALS CEO (left), and Board Chair Barbara Kekich (right), employees with five years of service proudly pose for a photo. They are (from left): Patricia Wallace-Burke, Jeannine George, Rey Alcalde, Miriam Bayas, Laurel Freeman, and Teresa Sims. Not pictured is recipient, Ana Saez.

But ultimate success in this new era, Balla said, "depends on the ability of all of us at PORTALS to work together to meet member needs; to objectively review our core competencies; and explore new opportunities for growth."

Highlighting the all-staff meeting was the semi-annual employee recognition ceremony. Employees who are new to the PORTALS team were introduced, and staff members with one, three, and five years of service to their credit were recognized. "Employees' Choice" awards went to staffers selected by their co-workers for exemplary service. And a special

group of employees received "Star of Excellence" awards, selected by management for consistently exceeding the expectations of their positions.

In addition to the employee award festivities, Ground Zero Advertising's Jim Smith premiered the new PORTALS brand image and identity; and renowned mental health clinician Hershel Swinger, PhD, led an in-service training session on meeting member needs. (SEE ACCOMPANYING STORIES.)



**HUMAN RESOURCES STAFFER** Veronica Raef (center), shows off her "Star of Excellence" award, presented to her by Michael Nanko, PORTALS chief operating officer, and Carrie Ray, former HR director.

## VETERAN MENTAL HEALTH CLINICIAN, HERSHEL SWINGER, PhD, LEADS ALL-STAFF TRAINING SESSION

**I**n This Together: Meeting Member Needs" was the theme of a very special in-service training session held at the PORTALS March all-staff meeting. The presenter was Dr. Hershel Swinger, currently senior vice president emeritus of clinical services at Children's Institute International (CII), and a professor of counselor education at California State University, Los Angeles.

PORTALS Clinical Director Jana Plasters introduced Dr. Swinger, her long-time mentor and former colleague at the Children's Institute. She commented, "Every day in every way, Hershel models those values we cherish most: respect for everyone, respect for differences, the importance of working as a team, and the unwavering commitment to provide

the best care for those who need help, regardless of what other challenges come our way."

Addressing an audience that included PORTALS' primary caregivers, Dr. Swinger acknowledged that the structured approach to helping people is both needed and valid. "But don't let all those check lists, scores, probabilities, assessments, diagnoses and prognoses get in the way of simply being human and friendly and caring."

Dr. Swinger added, "As professionals who choose to spend your lives caring for others, you instinctively place people's feelings over everything else." Members need a sense of "your warm, empathetic concern for them" for true healing

“Don't let all those check lists, scores, probabilities, assessments, diagnoses and prognoses get in the way of simply being human and friendly and caring.”

to take place. "They attribute profound things to you; among them your ability to keep their hopes up."

Dr. Swinger's background and expertise equipped him well to address the challenges faced by PORTALS staffers as they work to turn members' lives around. A licensed clinical psychologist, Dr. Swinger secured his PhD at USC. He holds a master's degree in rehabilitation counseling from Cal State LA and has amassed more than 30 years' experience in developing programs and treating individuals and families impacted by violence and substance abuse. Dr. Swinger now heads the



Youth Violence and Child Maltreatment Center at Cal State LA, and coordinates the university's partnership with the Los Angeles Juvenile Dependency Court.

At the Children's Institute, Dr. Swinger directs Project Fatherhood, and has developed a "father-specific" intervention aimed at reducing intra-family, gang and community violence. The nationally-acclaimed Project Fatherhood program is now an important component of Los Angeles County's formal efforts to support and preserve families.

## turn a life around

### NEW PORTALS' BRAND IDENTITY DEBUTS AT ALL-STAFF MEETING

“For anyone who wants to solve a problem, PORTALS is the social agency that lets the mentally ill lead a normal life.”

It's spring time, bringing with it a lively sense of renewal, new possibilities and new directions. In this spirit, we are proud to showcase a new brand image and identity for PORTALS in this edition of Pathways.

Spanning more than ten months, the PORTALS branding process involved participation (in creative sessions and focus groups) from staff members, as well as representatives of the PORTALS board of directors and the Strategic Planning and Resource Committee. The collective contributions of this dynamic group have helped generate a new brand for PORTALS that truly captures the heart and soul of the organization.

Facilitating the branding task force was Jim Smith, president of Ground Zero Advertising in Venice. PORTALS CEO Jim Balla commented, "Through their much-appreciated and unflagging dedication of personal time, energy and creativity, the Ground Zero team has brought the branding process to a successful conclusion." Smith began his career in London, where he managed major advertising accounts including Heinz, Proctor & Gamble, General Foods, and Clorox. Current Ground Zero clients include Atlantis Resorts, Toyota, ESPN, the History Channel, and TCS (tobacco control section.)

Key steps along the way to develop and articulate the PORTALS brand included: recapping highlights of the agency's 50-year distinguished history; examining PORTALS' recovery/wellness psychosocial rehabilitation approach to care (and comparing it with other models); identifying organizational strengths and weaknesses; and forecasting opportunities for continuing growth and change. "In essence, task force members were asked to reflect on who we are, what we do, whom we serve, where we're going, and how

we're unique among mental health agencies," Balla said.

From this long-term process and related research, the team arrived at a core positioning statement for the organization: "For anyone who wants to solve a problem, PORTALS is the social agency that lets the mentally ill lead a normal life."

In a special presentation at the PORTALS' All-Staff Meeting on March 25th, Smith presented the results of the branding effort and introduced the phrase that is now branding shorthand for the PORTALS mission: Turn a Life Around.

"Turn a Life Around. It's your spirit. It's true. It's reflective of what you do and where you want to go," Smith said. "A brand image reflects the soul of the organization."



TOP: Jim Balla congratulates Jim Smith on a job well done.

BOTTOM: Jim Smith of Ground Zero with presentation from PORTALS of a branding iron.



## BOARD MEMBER IN THE SPOTLIGHT

### RICHARD DOMINGUEZ: PORTALS' MARATHON MAN

As a marathon participant for nine straight years, Richard Dominguez is well positioned to once again take the reins this June as chair of the PORTALS Board of Directors. Always a front runner in the leadership race, Richard joined the PORTALS Board in 1970 and became Chair of the Board for the first time in 1973. In the interim, he has served on the agency's Board of Governors and is currently a member of the Board of Trustees of PORTALS Foundation, Inc. As PORTALS celebrates 50 years of providing community-based mental health services to individuals in the greatest need, Richard's proven and insightful leadership will guide the organization as it begins another half century of turning lives around.



“We face many challenges, but challenge brings discipline and accomplishment. It's a lot like competing in a marathon, which for me provides endurance and mental discipline.”

Richard chose to volunteer his time to PORTALS because he saw the agency serving mentally-ill homeless adults in the Los Angeles community – a group of people who were often ignored by others. Over the last 35 years, he has witnessed PORTALS' evolution and growth, providing a widening array of services to a larger and more diverse population. Richard believes access to quality healthcare is one of the major issues facing Los Angeles today, and individuals needing mental health services are very much a part of this issue. Looking to the future, he is confident that PORTALS will play a key role in the solution to the problem. "My confidence for the future is based on PORTALS' past success, which is largely attributable to the leadership of Jim Balla, PORTALS' president and CEO, the caring and dedicated PORTALS' staff, and the committed volunteer Board of Directors."

Retiring as co-founder, president and CEO of Industrial Bank after initiating Industrial's merger with Washington Mutual in 1999, Richard then founded Richard Dominguez and Associates to provide consulting services to businesses and financial institutions.

Distinguished and well-respected in the banking field, he has served as superintendent of the State of California's banking department. His responsibilities there included audit examinations of state-chartered banks and trust departments, as well as trust and title companies. He also supervised audit examinations of foreign banking offices located in the state.

Richard secured his B.S. degree in business administration at UCLA, and completed a three-year Stanford University summer graduate program in credit and financial management.

### MEMBER ACHIEVEMENT AWARD GOES TO OMAR LOPEZ



PORTALS member and stellar Hilton Hotel Los Angeles/North Glendale employee Omar Lopez is congratulated by Hilton and PORTALS staffers upon receiving the PORTALS Member Achievement Award at the agency's December Board meeting and holiday party. Left to right are: Hilton Human Resources Administrator Maria Avecedo; Omar Lopez; Ruth Burgher-Gibore, Mariposa program director; and Bill Hester, Mariposa service coordinator. Omar, who works as a busser at the hotel, "is constantly providing updates to us of how much he is learning on the job and how much he enjoys his responsibilities," Burgher-Gibore said.

# thank you, dear donors

## INDIVIDUALS

November 24, 2004  
– May 15, 2005.

Mr. Thomas Bader  
 Mr. and Mrs. James J. Balla  
 Mr. and Mrs. Earl Balla  
 Mr. John S. Brekke, Ph.D.  
 Mr. and Mrs. Mike Cazares  
 Ms. Nina Cheng  
 Mr. Russell W. Chung  
 William and Rita Collins  
 Mr. John E. Davis  
 Mr. P.J. Dinneny  
 Mr. Richard M. Dominguez  
 Mr. George D. Drucker  
 Ms. Natalie Eckel  
 Mr. Mario Espinoza  
 Mrs. Alma Fitch  
 Mrs. Carole Glodney  
 Bonnie and Isaac Goren  
 Ms. Barbara S. Gray  
 Ms. Marynell Hadrych  
 Dr. and Mrs. Leon Harris  
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 Ms. Leta Mae Hilliard  
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 Mr. and Mrs. Robert Wilkins  
 Mr. and Mrs. Lewis Winters  
 Mr. John C. Wojcieszyn  
 Ms. Pat Worthen  
 Ms. Louise A. Ziff

## 2,500 WISHES

*PORTALS program and case management space at 2500 Wilshire is getting a face lift but is in need of cosmetic help in the form of quality furniture that is both decorative and functional. If you can donate any of the following, please call Ivan Rodriguez at PORTALS' Resource Development Department (213) 639-2577 to determine if your donation meets our requirements.*


- 75 Chairs 
- 20 Phones 
- 19 Paintings
- 18 Desks
- 16 Computers
- 13 Wall Mounted Bookcases
- 12 Printers
- 8 Conference Tables 
- 7 Loveseats
- 5 File Cabinets
- 2 Couches
- 1 Refrigerator (21 cubic foot)
- 1 Microwave (1.4 cubic foot)

## PORTALS'

*Springtime*

'COMFORT OF  
CARE'  
CAMPAIGN

### PROGRAM OFFICES UNDERGO MAJOR REMODELING TO BETTER SERVE PORTALS MEMBERS

 ur Central Los Angeles location – home to the PORTALS AB 2034 program; ACT – Assertive Community Treatment program; CalWORKs; the Community Living Program; the Transitional Age Youth program (as well as the new PORTALS Member Services Center) – will soon have a new “look and feel.”

from a service coordinator, an intake worker, a nurse, a psychiatrist, a housing counselor, a clinical supervisor, or a program director.

The location encompasses 23,500 square feet of space on the fourth and fifth floors of the 2500 Wilshire building.

PORTALS Wilshire Center, located at 2500 Wilshire Boulevard, supports more than 70 staff members and, on any given day, 200 members in providing a wide range of mental health and case management services.

The majority of costs for this project are being covered through a generous tenant improvement allocation from the building's owner, Dr. David Lee, who has been most supportive of PORTALS and the programs administered at his properties.

The re-design and configuration of the physical program space – a major rehabilitation project – is underway at the location, with the goal of improving work and traffic flows to more efficiently and effectively serve PORTALS members.

“We respect and welcome Dr. Lee's support. At the same time we need to turn to our caring donors to help us defray the costs to fully equip the expanded location,” Nanko said.

“The 2500 Wilshire facility is an integral program location, housing several of our key case management programs under one roof,” said Michael Nanko, PORTALS chief operating officer. “In many ways, it's the heart of our adult outpatient operations.” At some point, every member goes through those doors to secure help

PORTALS depends on financial support from donors and grant-making organizations to help underwrite additional expense like these, Nanko explained, adding, “Specifically, we are in need of new office furniture and equipment to truly complete this special capital improvement project.” (See companion wish list.)

## TRIBUTE GIFTS

Mr. and Mrs.  
James J. Balla  
In tribute to  
their daughter  
Jordan Dean Balla

Ms. Donna Ellman  
Garber  
In tribute to  
Jerry Steinbaum  
for his recent  
NAHMA honor

Mrs. Joyce F. Klein  
In honor of  
Mrs. Bunny Steinbaum

Mrs. Florence Plotkin  
In honor of  
Carly Steinbaum's  
graduation

Bruce and Linda  
Steinbaum  
In honor of  
Bunny and Jerry  
Steinbaum

## BUSINESS & COMMUNITY ORGANIZATIONS

Alex's Lock & Key Service  
ASConsulting  
Cirque Du Soleil  
First Federal Bank  
Houston/Tyner  
J-G Carpet & Drapery Company  
Jensen/Zigman Construction Co.  
Joell Partners  
Rancho Cienega Tennis Club  
Theodore Guest Home

IN-KIND  
Mr. James J. Balla  
Roger Frommer & Associates  
IDT Systems, Inc.  
Ms. Gina Petrella

FOUNDATIONS  
Chapman & Associates Charitable Foundation  
Transamerica Foundation

# spring is appealing!

*How wonderful we feel when in the Spring*

## PORTALS' SPRINGTIME 'COMFORT OF CARE' WISH LIST

MARIPOSA & COMMUNITY CONNECTIONS CLUBHOUSES, IN ANTICIPATION OF EXPANDING THEIR FOOD SERVICES PROGRAM, NEED:

- Complete Culinary Sets
- Cookie Sheets
- Pots/Pans/Utensils
- Industrial Floor Mats
- Blender
- Plastic Canisters
- Juicer
- Dish Towels
- Mixer
- Oven Mitts
- Electronic Opener
- Wooden Spoons
- Microwave Oven
- Condiment Dispensers
- Storage Bins
- Menu Planning Cook Books
- Food Processor
- Aprons
- New Garbage Disposal
- Epoxy Shelves
- Cutting Boards
- Muffin and Loaf Pans
- Measuring Cups & Spoons
- Roasting Pans



YOU ARE INVITED TO BE A PART OF PORTALS CAPITAL CAMPAIGN TO DEVELOP A NEW SOCIAL ENTERPRISE CATERING PROGRAM BY FUNDING OR DONATING THE FOLLOWING ITEMS ON THE WISH LIST IN THE NEXT COLUMN:

- 2 Commercial Stoves with Deep Fryers
- 2 Large Outdoor Barbecues
- 2 Commercial Dishwashers
- 2 Commercial Refrigerators and Freezers
- Large Coffee Carafes and Trays
- Warming Trays
- Elegant China and Glassware
- Silver Serving Trays



### TWIN PEAKS & RAMPART DUAL DIAGNOSIS RESIDENTIAL PROGRAMS

- Up-to-Date Computers
- White Exterior Paint
- Network Printers
- White Interior Paint
- Comforters and Bedding
- Paint Pans, Rollers and Brushes
- Area Rugs
- Potted Plants



we paint the fence, plant a bed of roses, lay down new carpeting, or just place a new welcome mat at the front door. Improving our environment provides comfort and a sense of well being. The gift of comfort can go a long way in providing a healthy and healing environment for PORTALS members, which is why you are encouraged to consider donating or purchasing items from this newsletter's In-Kind Wish List.

### THE COMFORT OF CARE CAMPAIGN

Many of the items on our wish list will provide that comfort, especially one....

When new members come to our Rampart or Twin Peaks facilities, they are provided with bedding ensembles that includes a comforter. This gift provides welcoming comfort when members arrive and the comfort they take with them when they move into their new transitional or permanent residence. We would, of course, wish to provide a very beautiful comforter for the ladies, and a masculine comforter for the men, but as our funds are limited, we are must depend on donated items in whatever pattern or style they arrive.

Please consider donating or providing funds for a comforter, or any part of a bedding package which would include twin bed sets of sheets, pillows, shams, or bed shirts. You may wish to purchase new bedding, provide us with a check for money order for the item you wish us to purchase for you, or provide gift certificates for stores like Target, Sears or Kmart. Your gift will be presented to the member with a gift card bearing your name.

### TRANSITIONAL AGE YOUTH (TAY) EDUCATION/VOCATION FUND

PORTALS has created a much-needed funding program to insure that emergency funds are available for our young adults seeking vocational training or high school or college degrees. We were fortunate to find a special donor who provided cap-and-gown rental for a recent high school graduation, and money to purchase books for a member embarking on culinary training at Los Angeles Trade Tech. Your donation to the TAY Education/Vocation Fund will provide vital support for our young adults as they pursue their goals!

There is a category list inside the newsletter's donation envelope which will allow you to designate the items you wish to donate and/or provide a cash contribution. Any of the items on the list you choose will be deeply appreciated, and add meaningfully to a comforting environment for our members.

## Appealing Ways to Help

PORTALS is in need of underwriting support for small capital and beautification projects. We hope you will consider helping with any of the vital needs listed below:

\$4500 - Prepare annex space for the Helping Hands Gift Basket Social Enterprise Project at Mariposa Clubhouse.

\$4000 - Matching funds toward the purchase of a van for Community Connections Clubhouse.

\$2000 - Commercial refrigerator for Clubhouse kitchen.

\$750 - Computer, printer and software for member's computer training classes.

\$500 - Freezer for Clubhouse kitchens or patio furniture.

\$250 - Text books for a Transitional Age Youth member attending adult high school or a community college.

\$150 - Groceries for one week's Food Services Program at Community Connections Clubhouse.

\$100 - Camping tent to take members on their first nature trip.

\$50 - Special Needs:

- Twin size bed-in-a-bag
- A week of hot meals for a homeless person in PORTALS residential program
- New pair of athletic shoes for a member joining PORTALS' daily power walks
- Eight Dodger tickets

\$25 - Toiletry kit with soap, shampoo, conditioner and lotion.

THE DONATION OF IN-KIND HOUSEHOLD IMPROVEMENT MATERIALS SUCH AS PAINT, FENCING SUPPLIES, GARDEN SUPPLIES, PLANTS, AREA RUGS, GENTLY USED FURNITURE AND OTHER DOMESTIC COMFORTS IS ALWAYS DEEPLY APPRECIATED.

# COMING EVENTS

CELEBRATING

# 50

YEARS  
COMMITMENT  
TO QUALITY  
MENTAL  
HEALTHCARE

1955-2005

*NOW: spring appeal*

- JUNE 8:** Annual Member Recognition Luncheon, "Rising Stars"
- JUNE 24:** 2005 PORTALS Annual Board Meeting
- JULY:** New No-Fail Transitional Housing Facility Opens
- JULY:** Santos Plaza Apartments/Permanent Housing Project in South Los Angeles Opens

## TEST YOUR MENTAL HEALTH IQ!

MAY IS  
MENTAL  
HEALTH  
MONTH

TRUE OR FALSE? Treatment success rates for disorders such as depression surpass those for other medical conditions like heart disease.

TRUE: The treatment success rate for depression is more than 80 percent, while the rate for heart disease is 45 to 50 percent.

TRUE OR FALSE? People with schizophrenia don't usually recover from the disorder.

FALSE: Up to two-thirds of the people who are diagnosed with schizophrenia actually recover significantly -- and some completely -- from the disorder.

THE TRUTH IS... mental illnesses are real, common and treatable. And at PORTALS, we have been dedicated for 50 years to helping adults with mental illnesses achieve healthier happier, more productive lives.

TO FIND OUT HOW YOU CAN HELP PORTALS EXPAND ITS CARING MISSION, TURN TO PAGES 6 AND 7



**PORTALS**  
turn a life around

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Pathways is published  
quarterly by PORTALS

President and CEO: Jim Balla  
Editor: Christine Thomas  
Development Manager:  
Hallie Walker



PORTALS' Pathways • Spring 2005

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U.S. Postage  
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