

SJSU Service Navigation Mentoring Program
Client Success Story #2

Note: For confidentiality purposes, we do not disclose the names or other identifiable information of those mentioned in success stories.

Mentor started working with Client in December 2020 upon his release from Elmwood. Since Client spoke only Spanish and needed help with understanding available services and reintegrating into society, Mentor's ability to speak Spanish enabled Client to connect to services and gain effective necessary guidance.

- *Housing:* Upon enrollment, Client told Mentor about his past substance abuse and mentioned his desire to live in a structured environment to maintain his sobriety. Shortly after, Mentor referred Client to a SLE where he was pre-screened and accepted. Client was grateful and relieved to have a safe place to live on the day of his release. We assisted Client with a portion of SLE fees through June 2021.
- *Employment/Clothing:* Mentor referred Client to Conxion for work opportunities. Since Client didn't have clothing to be able to work, in February Mentor took Client shopping for work clothes, including a coat and boots. Client has found short-term work and is actively seeking other opportunities.
- *Gift Cards/Food/Hygiene Kit:* When Client enrolled, Mentor gave him bedding, a hygiene kit, and Target and Safeway gift cards for food and other necessities. Due to difficulties finding employment, Client needed additional assistance in obtaining food. Mentor referred Client to a nearby food bank where he was able to get food.
- *Peer Support:* Client told Mentor of his fear of being in public since he only speaks Spanish. Mentor validated Client's feelings and supported him in working through his anxiety with regular phone calls. When Mentor asked Client if he'd like to participate in Moral Reconation Therapy Spanish(MRT) classes, he readily accepted. Mentor dropped off a Spanish MRT book and guided him through the steps.

In February 2021, we launched support groups where Clients can reflect on the week and share their feelings. Client attended but initially was hesitant to speak. However, with Mentor's assistance in interpreting, Client soon felt comfortable speaking and eventually became an active participant, attending all sessions since its launch.

- *Phone:* Mentor gave Client a phone so that he can contact her and his parole officer. Mentor assisted with service payments up until May 2021.
- *Transportation:* Mentor hired Lyft rides to take Client shopping, get his COVID-19 vaccinations, and other appointments. Mentor also provided Client with VTA bus tokens.
- *Resources:* In May 2021, Mentor made Client a folder with information on available resources for food, shelter, clothing and counseling specifically targeted to Client's needs and interests. Client was grateful and relieved to have once his case is closed.

Mentor's support has helped Client be less fearful and more self-sufficient. Client continues to strive for a new future, actively participating in support groups, and searching for work opportunities.