



# Clinical Services Program

**O**ur Clinical Services Program complements our Health & Wellness Program by providing individualized case management to the community. Case managers assist women with housing navigation via the Coordinated Entry System (CES), which connects chronically homeless individuals with permanent housing throughout Los Angeles County. Our exceptionally trained staff also link women to healthcare, legal aid, transportation, job training, employment opportunities, and educational resources.

The program includes a Trauma Recovery Center and a multi-disciplinary team of social workers, case managers, a psychologist, and a psychiatrist who coordinate health workshops and trainings for DWC staff and community members alike in areas such as Trauma-Informed Care, Crisis Prevention, Critical Time Intervention, and Mental Health First Aid. This work is supplemented by our annual Clinical Internship Program, through which eight MSW, MFT, and Clinical Psychology students are able to acquire formal clinical training and experience towards their graduate degree.

## OUR 2020 IMPACT amidst COVID-19

**2,132** case management sessions provided

**368** women received mental health services

**1,563** mental health sessions provided

## SUCCESS STORY

# “Today is my last day of therapy. At the very beginning when we were first meeting, I was nervous.

But therapy and DWC, after everything I've been through, have been a blessing. A blessing to be able not just to confide in a therapist, but to be able to gain strength from being surrounded by other people and women. You don't know the other women's stories, but they are all trying to fight their way through it.

I've gained strength from the tools my therapist has given me, and am able to use them to make

myself even better. I can't thank DWC enough. And my own therapist for giving me tools and being someone I can talk to -- I don't think they realize how much of a weight has been lifted. I now know what my next steps are, and am able to give strength to others because DWC has reassured me of everything.

— VANESSA, A DWC PARTICIPANT ON HER LAST DAY OF THERAPY

## PROGRAM SPOTLIGHT

Launched in mid-2019, our Problem-Solving unit is part of an initiative by the Los Angeles Homeless Services Authority (LAHSA) that seeks to prevent and quickly resolve new instances of homelessness through creative problem-solving. Its strengths-based approach empowers participants to use existing skills and resources to avoid and/or reduce the amount of time spent in homelessness, with the goal of restabilizing their housing situation within 60 days. Providers undergo an intensive, 16-hour LASHA skills training that covers everything from landlord mediation and budgeting to active listening and family reunification, before they are granted access to LAHSA financial resources on behalf of participants. Funds used constitute a once-in-a-lifetime grant to the participant, and can be combined with other housing and homelessness programs.

In the first five months of 2020 alone, DWC staff held 290 conversations with LAHSA Problem-Solving participants and resolved homelessness for more than 30 women.



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