

# Agency Overview

**SHIELDS**  
for families

*believing, building, becoming*

EST.1991

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# About Us

SHIELDS for families is a non-profit community-based organization dedicated to developing, delivering, and evaluating culturally sensitive, comprehensive service models that empower and advocate for high-risk families in South Los Angeles for 30 years.



*believing, building, becoming*



**Kathryn Icenhower, PhD, LCSW**  
Founder and Chief Executive Officer



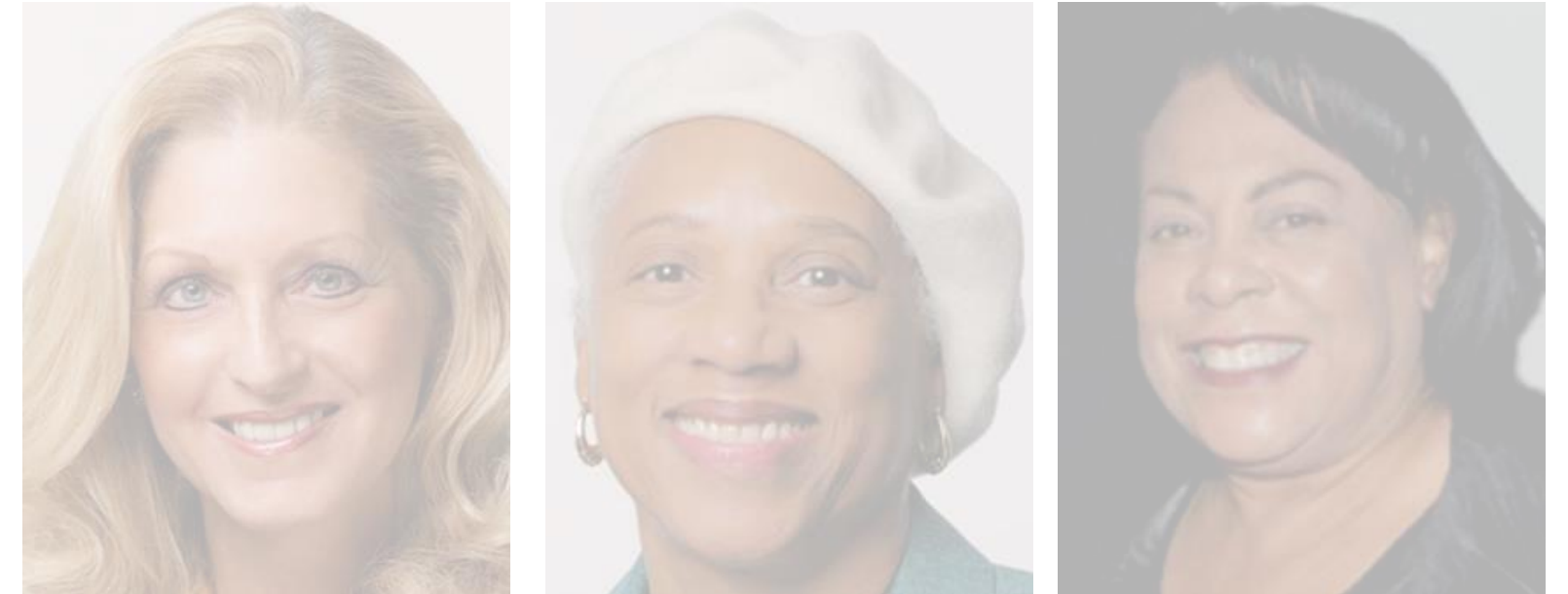
**Norma Mtume MFT, MHA**  
Founder



**Xylina Bean, MD**  
Founder and Board President

# Our History

In 1991, Kathryn Icenhower, Norma Mtume, and Xylina Bean founded SHIELDS for Families, Inc. The women established our agency with concern regarding a record number of infants exposed prenatally to drugs.



These three women began providing services through our first program, Genesis. Having few resources, SHIELDS offered its first program out of a condemned trailer on the Martin Luther King Jr medical center campus. The first Genesis client, Lenora Robinson, graduated from the program and returned to work for SHIELDS. Lenora served SHIELDS for 18 years before her passing in 2011.

Like Lenora, many SHIELDS participants have gone on to work for SHIELDS. SHIELDS proudly employs many people who were once enrolled in our services and have many employees who have worked with us for 20+ years. Having an employee base of former SHIELDS participants and long-tenured employees has made SHIELDS what it is today....representative of and committed to the community we serve.

SHIELDS has been aggressive in advocacy for legislation and service models that benefit our communities. Because of our service models, SHIELDS has become a nationally and internationally recognized organization, offering many award-winning programs.

SHIELDS now offers over 30 programs, ranging from behavioral health, substance use disorder treatment, vocational, re-entry, homeless prevention, child welfare, and more. SHIELDS focuses on offering a comprehensive continuum of services that allow families to obtain all of the services they need from one agency.

# Mission Statement

To develop, deliver and evaluate culturally sensitive, comprehensive service models that empower and advocate for high-risk families in South Los Angeles.

# Our Vision

*Believing, Building, Becoming...*  
Believing in our families that they can overcome whatever challenges they face. Building a foundation of hope that our families can acquire the skills and support needed to accomplish their goals. Becoming empowered...as proud individuals, nurturing parents, and productive members of the community.



# Our Goals



- 1 Promote family maintenance and reunification.
- 2 Improve the well-being of families through health programs and preventative social services.
- 3 Strengthen families through collaborative services.
- 4 Encourage self-sufficiency and economic independence by assisting individuals with obtaining employment and advancing education.

# Our Team

Average Number of Employees: 350

- Behavioral Health
- Child Welfare
- Community & Family Services
- Administration
- Vocational Services
- Housing Services





# Our Services

## Over 30 Programs in:

- Family Services
- Child Welfare
- Community Services
- Mental Health Services
- Substance Use Disorder Services



## SERVICES & PROGRAMS

SHIELDS was incorporated in 1991 in response to the high incidence of infants born prenatally exposed to drugs in South Central Los Angeles. Our services have grown to provide over 30 comprehensive, family-centered, wrap-around programs addressing issues facing high-risk families in South LA.

### COMMUNITY, FAMILY, & BEHAVIORAL HEALTH

#### SERVICES

- Family Services

SHIELDS knows that the early years of life are among the most critical and most vulnerable for a child—a time when a child needs stability and family support. SHIELDS provides a variety of programs for high-risk pregnant and interconceptional women and their children. Services provided include culturally competent primary medical and behavioral health services, outreach, enrollment in health insurance, case management, health education and promotion, interconceptional care, screening for a wide variety of maternal and child health conditions, and linkage and referral.

- Child Welfare Services

SHIELDS knows that child abuse is preventable. That is why we are participating in county-wide initiatives to reduce the incidence of child abuse and neglect, and are currently contracted with the Los Angeles County Department of Children and Family Services to provide a full continuum of child welfare programs. A full continuum of services is offered on-site and through linkage including six (6) Family Resource centers strategically located across the service area, home-based case management, counseling, crisis intervention, education on health and life skills, concrete support services, intensive services, social support, child development center and early childhood education, psychotherapy and capacity building.

- Community Services

SHIELDS' Community Services are designed to address a broad spectrum of factors that affect the economic stability and well-being of residents of the South Los Angeles community. Services provided include adult vocational and educational training; housing search, location, and placement services; re-entry services, and DUI, anger management, and domestic violence services.

- Mental Health Services

At SHIELDS, we help build healthy minds, bodies and souls. Poor behavioral health and poverty are inextricably linked: People living in poverty are more likely to suffer from poor mental health, and people with behavioral health problems are more likely to slide into poverty. And the number of children experiencing behavioral health problems—especially immigrant children—is on the rise. That is why we offer the community a comprehensive lineup of assessment, substance use disorder treatment, and mental health services in both English and Spanish.

- Substance Use Disorder Services

SHIELDS has offered a comprehensive continuum of substance use disorder treatment services since inception in 1991. Our programs offer a full continuum of treatment modalities, including early intervention, outpatient, day treatment, Drug Court, residential long term treatment, and alcohol and drug free living centers. All modalities offer a range of services that include: individual, group and family counseling; educational classes on life skills, parenting, HIV/AIDS, alcohol and drugs, and health and nutrition; vocational training and job placement; basic skills and high school education; support and 12 step groups; individual therapy, group therapy on trauma, grief and loss, and domestic violence; relapse prevention and Lifetime Aftercare. All treatment programs are certified by the State of California, and SHIELDS is certified to provide Drug Medi-Cal services in 6 locations.

#### PROGRAMS

- Welcome Baby
- Parents as Teachers
- Healthy Families America®
- Healthy Start
- Child Development Center

- ACT (Achieving Change Together)
- Family Preservation
- MAT (Multidisciplinary Assessment Team)
- Fatherhood
- Place of Family

- Jericho Vocational Services Center
- ASK
- Housing
- Place of Family

- Adult Mental Health
- Birth-Five
- Children's Mental Health
- School-Linked
- Juvenile Justice
- Specialty

- Genesis- Perinatal
  - Heros & Sheros-Serves children or adolescent whose parents are enrolled.
- ARK- Outpatient
- Revelation-Co-Occurring
- Mt. Carmel-Residential
- Place of Family - Diversion

#### CONTACT US

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# Community and Family Services

## Family Services

- Welcome Baby
- Parents as Teachers
- Healthy Families America
- Healthy Start
- CalHope

## Child Development Centers

- Developmental assessments
- Early education activities
- Case management



COMMUNITY AND FAMILY SERVICES

## FAMILY SERVICES

### PROGRAMS

- **Welcome Baby**  
SHIELDS' Welcome Baby program serves pregnant and parenting women and their children ages 0-5. The program is available at no cost to South Los Angeles families who deliver or plan to deliver at one of 3 participating Welcome Baby hospitals, including St. Francis Medical Center, Centinela Hospital, and Martin Luther King Community Hospital.
- **Parents as Teachers® (PAT)**  
SHIELDS' PAT Program is an early childhood parent education and family support program serving families from pregnancy up to the child's 5th birthday or enrollment in kindergarten.
- **Healthy Families America® (HFA)**  
SHIELDS' HFA Program is designed to work with families who are at-risk for child abuse and neglect and other adverse childhood experiences from pregnancy up to the child's 5th birthday.
- **Healthy Start**  
SHIELDS' Healthy Start program serves pregnant and inter-conceptional women and their children ages 0-18 months who reside in the South Los Angeles community.
- **Child Development Center**  
SHIELDS' Child Development Centers provide services to children 0-5 years of age, and their parents enrolled in a SHIELDS program.

### SERVICES

Program services include:

- Intensive case management
- In-home services
- Resource linkages
- Bonding/attachment
- Breastfeeding support and education
- Post-partum mental health assessment
- Child development screenings
- Health and safety education

### PARTNERS

- Baby 2 Baby
- LA Best Babies Network
- Good+Foundation
- Best Start

### FUNDERS

First 5 LA, DPSS Cal Works, LA County Department of Mental Health, and California Home Visitation Program provide funding and support for SHIELDS family services programs and informational materials.

### ABOUT US

SHIELDS was incorporated in 1991 in response to the high incidence of infants born prenatally exposed to drugs in South Central Los Angeles. Our services have grown to provide over 30 comprehensive, family-centered, wrap-around programs addressing issues facing high-risk families in South LA.

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# Community and Family Services

## CalHOPE Services

- Support Specialist provides linkage and referrals to clients. This includes coordinating support services for clients to address identified needs and maintaining positive working relationships with local linkage and referral agencies.
- Facilitate client processing groups and weekly classes. Groups will cover topics such as: Parenting, Domestic Violence, Anger Management, Fatherhood, Teens, Substance Abuse, Family Dynamics, Child Development Needs, Self-Care, Stress Management, and Coping Skills; via in-person and on Zoom.



COMMUNITY AND FAMILY SERVICES

## CalHOPE PROGRAM

### PROGRAM OVERVIEW

SHIELDS will provide culturally proficient, emotional, and crisis support to affected individuals, families, and communities throughout Los Angeles who have been impacted by COVID-19 or other life stressors. Services will take place in the home, office, and community throughout Los Angeles. Groups will cover topics such as Parenting, Domestic Violence, Anger Management, Fatherhood, Teens, Substance Abuse, Family Dynamics, Child Development Needs, Self-Care, Stress Management, and Coping Skills; via in-person and on Zoom. Supportive Counseling Services will be provided to meet the individual/families unique needs and concerns.



### SERVICES

Program services include:

- Non-Clinical Counseling
- Support Services
- Group Sessions
- Family Events
- Linkage to Resources: Housing, Food, Transportation

### PARTNERS

- The California Mental Health Services Authority (CalMHSA)

*SHIELDS for Families is an equal opportunity employer and does not discriminate on the basis of actual or perceived race, color, religion (religious dress or grooming practices), national origin (including language), ancestry, age (over 40), sex (including pregnancy, childbirth, breastfeeding or related medical conditions), gender identity or expression, physical disability, mental disability, medical condition (cancer related or genetic characteristics) genetic information, marital status, sexual orientation or preference, domestic partner status, veteran or military status, in accordance with requirements of federal and state laws.*

### FUNDERS

The California Department of Healthcare Services (DHCS) provides funding for SHIELDS Family and Community Services.

### ABOUT US

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# Community and Family Services

## Child Welfare

- MAT: Multidisciplinary Assessment Team
- Fatherhood
- Family Preservation

## Reentry

- Intensive Case Management
- Housing
- Vocational and Educational Services



COMMUNITY AND FAMILY SERVICES

## CHILD WELFARE SERVICES

### PROGRAMS

- **ACT (Achieving Change Together)**  
SHIELDS' ACT program serves high-risk families referred from the Department of Children and Family Services as well as pregnant women with risk factors for child maltreatment.
- **Family Preservation**  
SHIELDS' Compton Family Preservation Network provides both Family Preservation and Alternative Response services to families at-risk for child abuse and neglect.
- **MAT (Multidisciplinary Assessment Team)**  
SHIELDS' MAT provides services to families and children ages 0-21 who are involved with the Department of Children and Family Services (DCFS).
- **Fatherhood**  
SHIELDS' Fatherhood program provides fathers and father-figures with groups, support, and linkages to SHIELDS services. Fathers learn parenting tools, receive family resources, and develop a community with other fathers enrolled in the program.



### SERVICES

Program services include:

- Case management
- Groups and classes
- Teaching and demonstration
- Child development
- Fatherhood groups, classes, and resources
- In-home outreach counseling
- Auxiliary and discretionary funds
- Individual and family counseling
- Linkages to resources

### PARTNERS

- Para Los Niños
- Drew Child Development
- Personal Involvement Center

### FUNDERS

The LA County Department of Child and Family Services and the LA County Department of Mental Health provide funding for SHIELDS child welfare services and informational materials.

### ABOUT US

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# Community and Family Services

## Vocational and Educational Services

- Five Keys- High School Diploma
- Employment Preparation/ Placement
- Job Readiness
- Job Placement
- Job Clubs
- Job Fairs & Recruitment
- Certification Trainings: CPR/First Aid, Customer Service, Community Health Worker, Solar Installation, OSHA and more.
- Linkage to Union and Apprenticeships



COMMUNITY AND FAMILY SERVICES

## JERICHO VOCATIONAL SERVICES CENTER

### PROGRAM OVERVIEW

The Jericho Vocational Services Center (JVSC) utilizes a "one-stop" model for providing vocational and educational training, mentoring, case management, supportive and linkage services to create successful transitions to employment and career pathways.

### SERVICES

Program services include:

- Employment Preparation/ Placement
- Vocational Certification Training
- Job Readiness Workshops
- High School Education
- Case Management
- Other Supportive Services

Additional services:

- Food Bank available Thursday 10AM-2PM.
- Economic Development
- Re-entry Intensive Case Management Services (RICMS) available for criminal justice Impacted individuals returning to the South Los Angeles Community

### PARTNERS

- Five Keys Charter School
- International Brotherhood of Teamsters
- Heidi Duckler Dance
- Creation World Safety
- Career Expansion
- Los Angeles Regional Food Bank



### ABOUT US

Since 1997, SHIELDS has provided skills training, job experience opportunities, job search services, and employment services through the Jericho Vocational Services Center (JVSC), in concert with numerous County and community partner agencies, to spa 6 residents as well as those returning to the community from the criminal justice system.

### CONTACT US

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# Community and Family Services

## Housing Services

- Time Limited Subsidy- Families & Singles



COMMUNITY AND FAMILY SERVICES

## HOUSING SERVICES

### PROGRAM OVERVIEW

- **Rapid Re-Housing**  
SHIELDS' Rapid Re-Housing services help families and individuals living on the streets or in emergency shelters solve practical and immediate challenges to obtaining permanent housing while reducing the amount of time they experience homelessness, avoiding a near-term return to homelessness, and linking to community resources that enable them to achieve housing stability in the long-term.
- **Family Solution Center**  
SHIELDS' Family Solution Center (FSC) is a collaboration that exists to assist homeless families in obtaining mental health, employment and permanent housing.
- **Coordinated Entry System**  
SHIELDS' (CES) is an online portal used by Los Angeles County agencies to provide participants with a broader access of homeless services.

### SERVICES

Program services include:

- Case management
- Housing Identification
- Permanent Housing Leads/Placements
- Shelter Resources
- Diversion
- Temporary Rent Subsidy
- Eviction Prevention

### PARTNERS

- HOPICS
- WLCAC
- Upward Bound House
- SCHARP
- PATH
- 1736 Crisis Family Housing

### FUNDERS

- LAHSA
- County Agencies & City Agencies
- United Way

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# Behavioral Health Services

## Mental Health

- Adult Mental Health/CalWORKS
- Birth-Five
- Children's Mental Health
- School-Linked
- Juvenile Justice

## Charter High Schools:

- Compton, Watts and Inglewood



BEHAVIORAL HEALTH SERVICES

## MENTAL HEALTH SERVICES

### PROGRAMS

- **Adult Mental Health**  
Adult Mental Health provides behavioral health services to single adults or adult parents involved in a SHIELDS program. SHIELDS offers behavioral health as a component of the SUD services, family services, and child welfare services we offer. Additionally, SHIELDS enrolls walk-ins or those referred by the community /DPSS-referred individuals 18 and over who are experiencing mental health barriers to employment and financial stability (CALWORKS.)
- **Birth-Five**  
SHIELDS' Birth- Five program provides a full range of mental health services by SHIELDS' clinicians specifically trained to work with this population. Our clinicians are trained in Child-Parent Psychotherapy, Parent-Child Interaction Therapy, and participate in ongoing Birth - Five research.  
Services are integrated into a variety of other programs, including Healthy Start, Welcome Baby, Home Visitation, and SHIELDS Substance Abuse Treatment programs through our Child Development Centers.
- **Children's Mental Health**  
SHIELDS' Children's Mental Health serves community-based referrals for youth 5-18yrs old. Clinicians provide individual, family, group mental health services. Children's Mental Health clinicians also provide direct services through our partnerships with schools listed under our School-Linked program.
- **School-Linked**  
SHIELDS provides therapists and case managers to Los Angeles Education Corps (College Bridge Academy), Compton Unified School District, Lynwood Unified School District, Los Angeles Unified School District, Paramount Unified School District, The Archdiocese of Los Angeles Department of Education. School-linked staff provide classroom intervention and observation, individual therapy, group therapy, family therapy, targeted case management, and after-school programming.
- **Juvenile Justice**  
Juvenile Justice behavioral health services focus on children and youth involved, previously involved, or at risk of involvement with the Los Angeles County Juvenile Justice system. SHIELDS uses Multi-Systemic Therapy and Functional Family Therapy models. Youth enrolled in Juvenile Justice may also receive services from our Revelations program. SHIELDS also provides a Day Reporting Center for Probation-referred youth.
- **Specialty**  
The Behavioral Health Division provides services through the South Central Los Angeles Regional Center; SCLARC is a comprehensive resource for evaluation, diagnosis, treatment, advocacy, and support for people diagnosed with developmental disabilities. SHIELDS also provides Assisted Outpatient Treatment (AOT) for individuals with a severe mental illness. Finally, SHIELDS provides behavioral health services through CalWORKS.



### PARTNERS

- Partnering schools listed under "School-Linked"
- Free Arts
- Claris Health
- The Change Reaction
- School on Wheels
- Geri Smiles
- Vision to Learn

### FUNDERS

LA County Department of Mental Health, LA County Department of Developmental Services, LA County Department of Probation, LA County Department of Substance Abuse Prevention and Control, and Specialty Family Foundation provide funding for behavioral health services and informational materials.

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# Behavioral Health Services

## Substance Use Disorder Treatment

- Intensive Outpatient
- Outpatient
- Adolescent
- Youth Prevention-School Based Services
- DUI
- Anger Management
- Domestic Violence



BEHAVIORAL HEALTH SERVICES

## SUBSTANCE USE DISORDER

### PROGRAMS

- **Genesis**  
SHIELDS' Genesis Program serves adult parenting women with children 0-18 who have a short to moderate-term history of substance abuse. Services are provided in both English and Spanish. Outpatient and intensive outpatient.
  - **Heros & Sheros**  
SHIELDS' Heros & Sheros Program serves any child or adolescent whose mother is enrolled in Genesis.
- **ARK**  
SHIELDS' ARK Program serves adults with substance use disorders who are part of the general community, General Relief (GR), AB 109 re-entry, or Drug Court programs. Additionally, Ark program serves adults with an open DCFS case, and adults on probation or parole. The Ark is certified by the California Department of Alcohol and Drug Programs (ADP) and is licensed to operate in the City of Lynwood.
- **Revelation**  
SHIELDS' Revelation Dual Diagnosis program serves adolescents aged 12-20 who are experiencing both substance use and mental health disorders. Though the program accepts walk-in participants, most are referred directly from the Department of Probation. Revelation is certified by the California Department of Alcohol and Drug Programs (ADP) and is licensed to operate in the City of Compton.
- **Mt. Carmel**  
SHIELDS' Mount Carmel Residential Treatment Center serves adults with substance use disorders as well as as those returning to the community released under California's AB 109 legislation. Mount Carmel is certified by the California Department of Alcohol and Drug Programs (ADP) and is licensed to operate in the City of Los Angeles.
- **Place of Family**  
SHIELDS' Place of Family Program provides DUI, DV, and Anger Management Educational Services to individuals who are court-ordered to participate in diversion programs. Referrals are accepted from the Los Angeles Superior and Municipal Courts, Juvenile Dependency Court, the Los Angeles County Probation Department, the Department of Children and Family Services (DCFS), the California Department of Corrections and out-of-state entities.



### SERVICES

- Comprehensive Case Management
- Intakes & ASAM Assessments
- Individual, Group, & Family Counseling
- Life Skills Classes
- Educational & Vocational Services
- Early Recovery Classes
- Drug & Alcohol Education
- Drug & Alcohol Prevention
- Child Development & Parenting
- Urinalysis Testing

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### FUNDERS

LA County Department of Mental Health, LA County Department of Developmental Services, LA County Department of Probation, LA County Department of Substance Abuse Prevention and Control, and Specialty Family Foundation provide funding for behavioral health services and informational materials.



SHIELDS is known for our award-winning programs. Through over 30 different programs, our services reach more than 10,000 families every year. These programs encompass the full spectrum of human needs from basic needs like shelter, housing, and transportation, to substance use disorder treatment to child welfare services. Our services offer children & families the chance to succeed, for children to excel in school and for families to break the cycle of poverty.



# Contact Us

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