

## Marjolein – Trinity Center Member Services Manager



Since October 2018 I moved from my position as a Trinity Center volunteer to a Member Services Manager. With this change of role, my responsibilities and duties have changed as well and help me to even better implement new ideas and to bring positive changes to the care we provide at Trinity Center. I am very happy to take on this opportunity!

Here are 3 developments I would like to highlight:

Working at Trinity Center means starting a workday without knowing what will happen that day. Opening the doors at 8am starts a flood of request for immediate needs. Definitely a challenge for our member advocacy team! One goal for me, as a Member Services Manager, is to focus on **Constructive care**, thereby creating a relief for immediate-need care.

This December we started to work with our members on their wellness plan. This plan includes personal goals for our members on topics like employment, housing and mental health. We are proud to be the first CARE center that has integrated wellness plans with the online Homeless Management Information System of Contra Costa County. This integration enables us to record success and shortcomings of the care we provide in order to keep developing the services we provide.

Trinity Center, Contra Costa County- Health, Housing and Homeless Services and HUME Center together initiated a pilot program called '**Rapid Resolutions**'. With Rapid Resolutions we prevent members from entering the continuum and being caught in a homeless trap for an extended time. We will do so by focusing on alternative housing for our members based on the member's existing resources and connections in our community.

The first success stories have already been created and we are excited to further this program within Trinity Center and hopefully set the example to other facilities in our county.

**Substance use** is a real problem for some of our members. Trinity Center is collaborating with Contra Costa County's - Behavioral Health Division, Alcohol and Other Drugs Services to improve services at Trinity Center that address substance use of our members. A workgroup has been formed to get a better view of the members that suffer from substance use thereby enabling us to refer the member to the most appropriate care and to explore potential for improving our substance abuse services. Instrumental in this effort are Clyde and Scott, our two Certified Substance Abuse Counselors.

The end of 2018 brought change to the Trinity Team. We had to say goodbye to an appreciated colleague and welcomed new staff members. We've created a great foundation and are looking forward to develop and build a successful 2019.

Our team will work to strengthen the organization, to fulfill personal goals and most of all to meet the needs of our members. We will give our members a place where they feel welcome, warm and safe. A place where we focus on development and the creation of new success stories!