

SJSU Service Navigation Mentoring Program
Client Success Story #1

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

In May 2021, Client approached the Mentor's table at the Reentry Resource Center (RRC) and said, "Can you help me? I am tired of living like this." Client broke down in tears and told Mentor that she has been using drugs since she was 11 years old. Client was ashamed of how her family and others viewed her and no longer wanted to continue living like this. Mentor enrolled Client and connected her to the following services:

- *Housing/Recovery:* Upon enrollment, Client told Mentor that she was living with people who were negative influences in her life and wanted to move to a safe and structured environment. Mentor referred Client to a Sober Living Environment (SLE), and Client was accepted. Client dedicated the first month at the SLE to detoxing and starting her recovery. Client stayed in bed and felt nauseous for most of that month but checked in with Mentor to let her know how she was doing. Client has maintained her sobriety and appreciates all the support she receives from Mentor and other people living at the SLE.
- *Recovery Support:* Client told Mentor that she was unsure if she'd be able to "make it." Mentor felt that Client needed help healing in a safe environment and referred her to Recovery Cafe. Client has been actively participating in support groups and joined a class on addressing trauma. In July 2021, Client told Mentor that this is the first time in her life that she has been able to free herself from her past by talking to others who are going through similar situations.
- *Gift Cards/Transportation:* Mentor gave Client a Safeway gift card for food and a Target gift card for other necessities. Mentor also gave Client bus tokens.
- *Employment:* In July 2021, Mentor referred Client to Goodwill NOW. Mentor advised Client that it's important to "take charge of her life" and follow up with Goodwill since she hadn't heard from them. Client informed Mentor that she checked in with Goodwill and was accepted. Client started working at the end of the month.

Recently, Client has been able to reconnect with her family, who had previously cut her off from their lives. Client's family now welcomes her with "open arms" and sends her care packages to the SLE. During Client's first week at Goodwill, she saw her cousin, who she hadn't spoken to in several years. Client mentioned that her cousin started crying once he noticed how much healthier and livelier Client seemed to be. Throughout Client's participation, Mentor has told her, "I believe in you." Client told Mentor that, with her encouragement, for the first time, she feels like she "can do anything."