

SJSU Service Navigation Mentoring Program
Client Success Story #3

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 October 2020 after meeting at the Reentry Resource Center. Client had been incarcerated for over 23 years and felt overwhelmed, stating, “Everything is so different than I remember.” Mentor has worked closely with Client to assist with his desired goals, which include getting his license and saving up for a car.

- *Housing:* Prior to enrolling for services, Client’s parole officer had placed him in a Residential Treatment Center (RTC) program. Client graduated from the RTC in October 2020 and moved to the Transitional Housing Unit (THU) where he currently lives.
- *Clothing/Hygiene:* In October 2020, before Client’s release from the RTC, Mentor took Client shopping for day-to-day clothes. Mentor also gave Client a hygiene kit.
- *Phone:* Once Client graduated from the RTC, Mentor gave Client a prepaid phone since Client was not allowed to have a phone during his stay at the RTC. Service Navigation will continue to assist in making monthly phone payments until Client is actively working.
- *Transportation:* Mentor gave Client bus tokens and hired Lyft rides to take Client to DMV and other appointments. In late November 2020, Mentor gave Client paperwork to apply for a Regional Transit Connection card¹. Client will mail the completed application to VTA once he gets a doctor’s statement.
- *Identification:* Client and Mentor went to the DMV to reinstate Client’s DL where Mentor paid for the reinstatement and license fee. Mentor also gave Client the paperwork to apply for his replacement Social Security card, which Client has mailed.
- *Peer Support:* Mentor continues to support Client with managing his stress by coming up with solutions to tackle problems associated with the challenges of reentry, such as setting short-term goals for immediate necessities, and long-term goals to achieve self-sufficiency. Client has said he is grateful for Mentor’s help and feels comfortable reaching out to her in moments of uncertainty.
- *Meal:* Mentor sent a meal to Client through DoorDash after completing his stabilization assessment. (Ordinarily Mentors would take Clients out for a meal; this is on hold due to COVID-19.)
- *Gift Cards:* Mentor sent Client two Safeway gift cards on Thanksgiving to buy food.
- *Other Support:* Mentor referred Client to a Social Security Disability Representative to apply for Supplemental Security Income (SSI).

¹ The Regional Transit Connection Discount Card is a version of the Clipper card issued to persons with disabilities that entitle the bearer to ride for a reduced Senior/Disabled fare.