

Letteria Fletcher, LMFT
Clinical Director
www.stmaryscenter.org



St. Mary's Center

*A Community of Hope,
Healing & Justice*

Empowering Caregivers: An Employee Retention Program Inspired by the Black Panthers



About Us

Senior Housing Services

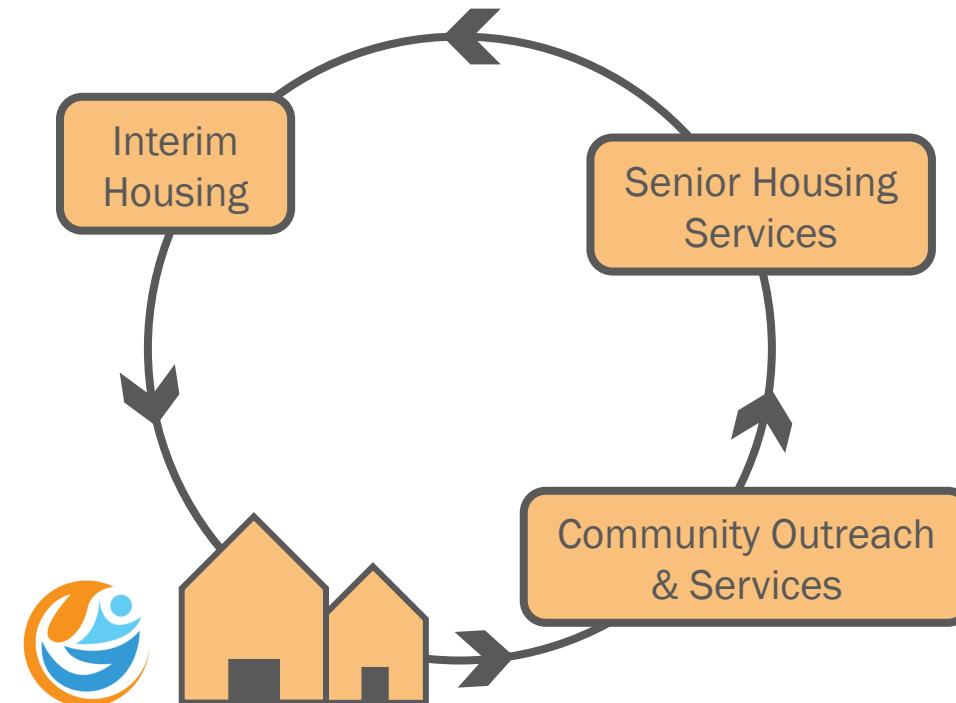
Street Outreach, Case Management, and Housing Clinic in **Oakland, CA**

We manage a case load of 125-150 seniors who meet with a case manager on day one. We provide counseling, move-in support, and ongoing tenancy support to mitigate issues and stay housed.

Our Housing Clinic is open Monday and Wednesdays 10:30am-12pm. We're open for intake weekdays 9:30am-2pm.

Members are supported by:

- Clinical Director - LMFT
- Clinical Consultant - LCSW
- 7 case managers / street outreach team
- 3 peer support Senior Ambassadors



St. Mary's Center & Preschool

Housing Services Data

66

Average client
age

54%

Are chronically
homeless

84%

Have a disability

93%

Income below 20%
Oakland AMI

Case Management Demographics

71%	Black/African American
19%	White
6%	Multi-Racial
3%	American Indian, Alaska Native, or Indigenous
1%	Native Hawaiian/Pacific Islander

Within these racial categories, 11%
identify as Hispanic ethnicity.

Our Team

Even in times of extreme stress, like the ones we've faced in recent years, these unsung heroes continue to persevere.





Millennial & Gen Z Worker Survey

- **86%** stressed about their financial well-being
- **76%** stressed about their physical well-being
- **1 in 4 Gen Z** and **1 in 10 Millennials** have missed work in the past year for their mental well-being
- Both generations stressed about their parents' physical (**68%**), mental (**62%**), and financial (**53%**) well-being
- **65% of Gen Z** and **43% of Millennials** feel stress about their level of educational attainment, with **40%** of the group looking to take on additional education costs for advanced degrees

- *Survey by Bright Horizons Workforce Consulting*



Stress, Chronic Disease, Systemic Racism, and Abuse

The accumulation of stress resulting from systematic oppression and discrimination over the course of the lifespan:

1. Substantially impacts overall health
2. Increases the risk of chronic disease
3. Provides greater susceptibility to abuse

- National Center on Elder Abuse (2021)

We should ask:

1. What happens when someone is in a constant state of fight or flight?
2. How does toxic stress affect not only those experiencing homelessness, but our workforce as well?

Culture as an Antidote...

... For **BOTH** clients and staff

Demonstrates:

- Resilience in the face of racism
- Commitment to address power inequity, and share power and resources

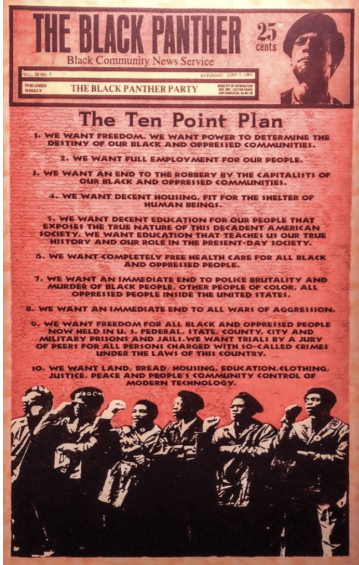
The Black Panther Party's Ten-Point Program

1. We want freedom. We want power to determine the destiny of our Black community.
2. We want full employment for our people.
3. We want an end to the robbery by the White man of our Black community.
4. We want decent housing, fit for shelter [of] human beings.
5. We want education for our people that exposes the true nature of this decadent American society. We want education that teaches us our true history and our role in the present day society.
6. We want all Black men to be exempt from military service.
7. We want an immediate end to police brutality and murder of Black people.
8. We want freedom for all Black men held in federal, state, county, and city prisons and jails.
9. We want all Black people when brought to trial to be tried in court by a jury of their peer group or people from their Black communities. As defined by the constitution of the United States.
10. We want land, bread, housing, education, clothing, justice and peace.

Written: October 15, 1966

Source: *War Against the Panthers*, by Huey P. Newton, 1980

Lessons from the Black Panther Party



Summary of The Original Ten-Point Program


1. Freedom
2. Full Employment
3. End to Capitalist Robbery
4. Decent Housing
5. Education & True History of Black People
6. Exemption from Military Service
7. End to Police Brutality & Murder of Black People
8. Freedom from Incarceration
9. Jury of Peers & People from the Black Community
10. Land, bread, housing, education, clothing, and peace

Caregiver Employee Retention Plan

1. Equal Opportunity for Training & Education
2. End to Workplace Discrimination
3. Fair Compensation
4. Safe & Healthy Work Environment
5. Recognition & Respect
6. Opportunity for Growth, Advancement
7. Fair, Transparent HR Policies
8. Employee Representation & Feedback
9. Benefits, Healthcare, Retirement, PTO, & Investments in Well-being
10. Diverse & Inclusive Workplace



Implementation

- Clear Communication
 - Diversity Training
 - Regular Assessment
 - Adaptability
- 



Conclusion

Letteria Fletcher, LMFT
St. Mary's Center
lfletcher@stmaryscenter.org
510-923-9600 x1112

