

# SACRAMENTO REGIONAL TRANSIT DISTRICT SB 1561 OVERSIGHT COMMITTEE MEETING A G E N D A

#### Friday, July 10, 2009 9:00 A.M. – 11:00 A.M. REGIONAL TRANSIT AUDITORIUM 1400 29TH STREET, SACRAMENTO

(29th Street Light Rail Station/Bus 30, 36, 38, 50E, 67, 68)

ROLL CALL — Tim Brown, Linda Budge, Christina DeMoss-Giffin, Ryan Loofbourrow, Susan Stieber

#### **BUSINESS**

1. Motion: Approval of Action Summary – SB 1561 Oversight Committee Meeting of June 5, 2009

2. Information: Discussion of training curriculum (Sakauve)

Training Outline – Attachment A (Sakauye)

3. Information: Discussion of Draft Promotional Material (Selenis)

4. Information: Resources List – Attachment A (Sakauye)

#### PUBLIC ADDRESSES COMMITTEE ON MATTERS NOT ON THE AGENDA\*

#### **ADJOURN**

#### \*Notice to the Public

Sacramento Regional Transit District encourages participation in the meetings of this Committee. At each open meeting, members of the public shall be provided with an opportunity to directly address the Committee on items of interest to the public that are within the subject matter jurisdiction of the Committee. Please fill out a speaker card and give it to the RT Staff if you wish to address the Committee.

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# SACRAMENTO REGIONAL TRANSIT DISTRICT SB 1561 OVERSIGHT COMMITTEE MEETING MINUTES June 5, 2009

ROLL CALL: Roll Call was taken at 9:08 a.m.

PRESENT: Tim Brown, Linda Budge, Christina DeMoss-Giffin, Ryan

Loofbourrow and Susan Stieber.

#### **BUSINESS**

- 1. Motion: Action Summary SB 1561 Oversight Committee Meeting of May 15, 2009
- 2. Information: Training Outline Homeless, Mentally III and Youth (Sakauye)
- 3. Information: Discussion of training curriculum (Sakauye)

ACTION: APPROVED – Christina DeMoss-Giffin moved; Ryan Loofbourrow seconded approval of the Action Summary. Motion was carried by voice vote. ABSTAIN: Linda Budge due to absence at May 15<sup>th</sup> meeting.

Mark Sakauye provided a document\* to be placed into the record called: 1) Youth Resources (DRAFT 6-2-09)

Tim Brown stated his willingness to lead the training pertaining to the Homeless and Mental Health portion depending on frequency and training dates.

Lisa DeMello announced tentative dates of training to be held at the RT Auditorium. Tentative dates are:

July 9, 2009 12:30pm-4:30pm July 14, 2009 9:00am-1:00pm or 12:30pm-4:30pm July 21, 2009 9:00am-1:00pm or 12:30pm-4:30pm

The finalized list of training dates will be e-mailed to the Committee Members.

Mark Sakauye stated that the budget cuts portion of the Training Outline will be removed.

Christina DeMoss-Giffin volunteered to update the resources list on a regular basis.

Linda Budge requested to have St. John's Shelter Program for Women & Children and Volunteers of America added to the resources list.

Tim Brown recommended that Mary House be added to the resources list.

Linda Budge requested that a discussion on dress and behavior be added to the training.

Michael Young will look into amount of open spaces available on the trains and buses on a consistent and long-term basis for the resources list to be displayed.

Linda Budge requested the following verbiage be added to the top of the resources list:

- Incase of an Emergency, Dial 911
- For General Questions and Information on Homeless, Mentally III and Youth, Dial 211

Tim Brown requested to have the term Abortion removed from the Youth Resources (DRAFT 6-2-09) list.

Susan Stieber requested that a list of myths and facts about Mental Illness be added to the training.

Mark Sakauye stated that the Training Outline will be updated with the requested adjustments and will be e-mailed to the Committee Members.

Susan Stieber will provide the list of training dates to the Representative from Janssen Pharmaceuticals for the Virtual Hallucinations program. The Representative will either provide a DVD of the program for use during training or will physically attend the training on the specified dates and do a presentation.

#### PUBLIC ADDRESSES COMMITTEE ON MATTERS NOT ON THE AGENDA

No members of the public were present at the meeting.

#### **ADJOURN**

\*Handout

As there was no further business to be conducted, the meeting was adjourned at 9:47 a.m.



## Senate Bill 1561 Training Outline Homeless, Mentally III and Youth

#### **HOMELESS**

- Overview
- Categories
  - Poverty
- Demographics
- Myths and Facts
- Scenarios
- Referral Services
  - Resources (Loaves & Fishes)
    - Provide to public referral brochures (similar to pocket size bus schedules)
    - Referral brochures will need updating every 3 to 6 months
- Question and Answer

#### **MENTAL ILLNESS**

- Overview
- Categories
  - o Symptoms / Behaviors of Mental Illness
- Demographics
- Myths and Facts
- Virtual Hallucination Video
- Scenarios
- Referral Services
- Question and Answer

#### YOUTH

The Youth Development Network (YDN) is a non-profit organization that can cover multiple topics for the youth portion of the training. They can provide a Train-the-Trainer course for a minimal fee of approximately \$60 to \$120 per hour. Speaker to be determined (YDN and/or WIND Youth Program).

- Overview
- Categories
  - Current youth culture
  - Dress and behavior
  - o Who are our youths?
  - o What are our assumptions about our youth?
  - o What are the youths' assumptions about us?
  - o How does this affect our interaction?
  - Keep emotional and physical safety
  - o How to build relationships
  - Youth development strategies
  - o Active listener / Provide positive feedback
  - o Focus group
  - o Runaways
    - ♦ WIND Youth Program
- Demographics
- Scenarios
- Referral Services
- Question and Answer

### **AGENDA ITEM #3**

Information: Discussion of Draft Promotional Material

#### Resources List (DRAFT 7-7-09)

- \* Incase of an Emergency, Dial 911
- \* For General Questions and Information on Homeless, Mentally III and Youth, Dial 211.

#### **Employment Opportunities**

Sacramento Employment and Training Agency (916) 263-3800

925 Del Paso Boulevard Sacramento, CA 95815

Call and ask for a Youth Specialist at a Sacramento Works One Stop Career Center near you. Career center provides assistance for teens with job placement, resume writing, completing applications, interview preparation and job search.

#### Homeless/Runaway Services

Wind Youth Center (916) 561-2424

710 Dixieanne Ave, Sacramento, CA 95815

Help for homeless and runaway teenagers living on the streets, in abandoned buildings, in camps, etc. Provides hot meals, shower, laundry facilities and emergency clothing.

#### Pregnancy

The Birthing Project (916) 442-2229

1900 T Street, Sacramento, CA 95814

Comprehensive Peri-natal and women's health care, case management, assistance with completing Medi-Cal applications, child birth instruction and support, teen pregnancy prevention, and family planning.

### Services of Women's Health Specialists (916) 451-0621

1750 Wright Street, Suite 1 Sacramento, CA 95825

Confidential birth control and counseling services.

#### **Health Insurance**

Cover the Kids 1-866-850-4321

1331 Garden Hwy, Sacramento, CA 95833

See if you qualify for programs including: Medi-Cal, Healthy Families, Kaiser Permanente's Child Health Plan, Healthy Kids, Access for Infants and Mothers (AIM) Program. (Ages 0-19)

#### **Volunteer Opportunities**

Volunteer Center of Sacramento (916) 567-3100

1111 Howe Ave # 600, Sacramento, CA 95825

Visit the website <u>www.volunteersac.org</u> or call to learn about youth and adult volunteer opportunities.

Hands on Sacramento (916) 447-7063 ext. 344

909 12th Street, Suite 200 Sacramento, CA 95814

www.handsonsacto.org is a website that lists numerous youth and adult volunteer opportunities in Sacramento.

#### Mentoring Programs

Sacramento Mentoring Partnership (916) 576-3300 ext. 326

Call and ask for a mentoring program that fits your needs. You may have to leave a message, so remember to leave your name and phone number on the voicemail.

Violence Prevention/Intervention

WEAVE (916) 920-2952 or (866) 920-2952 (Toll Free)

1900 K Street, Sacramento, CA 95811

Provides crisis intervention services to teens who have experienced dating violence, sexual assault, and domestic violence.

#### **Suicide Prevention Hotline**

California Suicide and Crisis Hotlines 1-800-784-2433 or (916) 368-3111

#### <u>Drug and Alcohol Rehabilitation Services</u> <u>Mental Health Services</u>

Academic Programs

Sacramento County Community Resource Line 211 or (916) 498-1000

24 hour information and referral services for Sacramento County. Call and explain your needs and an operator will assist you.

#### **Hot Lines / Emergency**

Alcoholics Anonymous 24 hr. (916) 454-1100

**Suicide Prevention Hotline** 24 hr. **(916) 368-3111** Auburn 1-530-885-2300, Lincoln 645-8866, Roseville 773-3111

If Intoxicated, NON EMERGENCY CALLS (916) 264-5471

Police wagon will pick up and deliver to VOA Detox

Infoline Sacramento

(916) 498-1000 or 211

#### California Youth Crisis Line

1-800-843-5200

I & R (www.youthcrisisline.org) for all of California. RE: Counseling & medical services, shelters, crisis centers, AIDS testing and transportation info.

Nat. Runaway Switchboard

Rape Crisis Line (WEAVE)

1-800-621-4000

Crisis intervention, Independent intervention. Message center for kids & adults (Confidential - 24 hrs.)

24 hr.

(916) 920-2952

Domestic Violence & Sexual Assault

Red Cross 24 hr (916) 368-3131

**Emergency and Disaster Only** 

1-800-540-2000

24-HR Multilingual Help Line

(916) 428-3271

Safe Haven for Asian Pacific Islander women & children impacted by domestic violence. Safe Shelter. Woman to Work Program. Business line (916) 868-7820.

#### **Outreach Services**

#### Loaves & Fishes

12th & North C Streets

Administration (General Info) (916) 446-0874 (916) 447-9472 Jail Visitation Page Friendship guest at (916) 443-9499 (Service Center)

Clean & Sober (916) 498-0331 Mustard Seed School (916) 447-3626 Genesis (Mental Health) (916) 669-1536

Legal Clinic (SSI-SSA)

(916) 498-0349

Tues., Wed., Thurs.

#### Free Clothing

#### Sacramento Food Bank

(916) 456-1980

3333 Third Avenue (at Broadway)

Food Closet, M-F, 10 AM-1:30 PM, must have ID + SS# Bag Lunch every Sunday 10 AM - 1:30 PM

Clothes Closet 10 AM - 1:30 PM, Mon-Fri. (except Holidays)

Mother/Baby Program-10 AM - 1:30 PM, Mon-Thurs.

#### Union Gospel Mission

(916) 456-1980

400 Bannon St.

Clothing for men 9-11 AM & 1-2:45 PM, Mon thru Thurs. Utility Assist by appointment only.

#### **Shelter Programs**

#### Diogenes House

(916) 363-0063

24 hr. Line

1-800-339-7177

Boys and Girls 12-17, Runaways, Trans Living 12-17 Family / Individual, D & A Counseling & Pregnancy Counseling for 12-17

Anger management - any age

#### Family Promise

(916) 443-3107

Home Start - Roseville, Families Only!

782-6667

Transitional Housing Only - Not a shelter

#### Sacramento Area Emergency Housing Center 24 hr

(916) 455-2160

2925 34<sup>th</sup> St. (also a Food Closet at this address M-F) Family Shelter-Families, single fathers w/ children Women's Refuge - Single women, no children

Call for screening / space availability

455-0415

#### Salvation Army Shelter

(916) 442-0331

12th & North B Street

1 PM (M-F) bed sign-up - Women only

1 PM (M-F) bed sign-up - Men only

Dinner, breakfast & clothing for residents

UTILITY ASSISTANCE & food boxes 442-0303

Thrift Shop

448-0890

Shelter Plus Care - Non-Emergency (916) 874-4304 Subsidized housing program for those with Mental Illness, Substance Abuse, HIV +/ Aids

Case Managers must contact

#### St. John's Shelter

(916) 453-1482

4410 Power Inn Road

Women and Children, 90-day max stay

Call for Intakes - 7 days a week

Meals and showers provided for our quests.

No boys over 14 yrs. D&A & Mental Health Counseling, Parenting Classes

#### VOA Winter Overflow

(916) 442-3691

9-3 PM sign-up Men/Women/Children

Bused from back of Friendship Park (L&F) after dinner Intakes between 3 & 5 PM Nov. 1 - March 31

#### Travelers Aid Society

(916) 399-9646

2251 Florin Road #130

Assistance for Emergency Housing

Homeless Families ONLY, call first for appt.

M-F, 9-12 & 1-4, Attendants on duty after 5:30 PM

#### Union Gospel Mission

(916) 447-3268

400 Bannon St.

6:30-6:45 PM. Bed sign-up - Men ONLY

Showers/Shaves 9-11 AM & 1-3 PM, M-Th, 9-11 Fri.

6 A.M. breakfast for residents

#### Volunteers of America

Office 8am-4:30pm "Aid in Kind"

(916) 442-3691 443-4688

#### **Mental Health Services**

Guest House (El Hogar)

(916) 440-1500

1400 No. A St., Bldg. A

Homeless Mental Health Clinic

M-F – Must be there at 8:00 a.m. to get appt. Mental Health Evaluation, Medication if needed. Housing Referrals for Mentally ill, GA referrals,

SSI application, Referrals to Alcohol & Drug Counseling

Sacramento County Mental Health

2150 Stockton Blvd. (at T)

(916) 875-1000

Crisis Line

(916) 732-3637

Will evaluate for voluntary psychiatric care In-Patient Care Facility, Drop-in, 24 Hr.

TLCS Residential Intake Office

440-1500 (x 2)

1400 North A Street, Building A Walk-ins 8-11am

**Counseling Centers** 

The Effort - Counseling (Aquarian)

368-3080

8233 N.E. Stockton Blvd.

M-Thurs. 9AM-8:30PM / Fri. 9AM-5PM

Adults, Youth, Chemical dep., abuse. Scale Fee A & D Counseling, Group Counseling, HIV test by appt.

Francis House

(916) 443-2646

1422 C St.

(25 numbers are handed out per shift, arrive early to get

Mon.-Weds. 9AM & 12:30PM, / Thurs-Fri. 12:30PM Resource Counseling, local bus tickets, Grey Hound/Return to Res. Vouchers, CA ID's & Birth Cert., LifeWorks Employ.

Sacramento Self-Help Housing (916) 341-0593 Various Locations - Housing Referrals & shared housing

#### **Hot Meals**

Glory Bound Ministries

(916) 452-7078

4527 Parker Ave.

6PM FRI. - 10AM SUN. - 5PM SUN.

Loaves & Fishes

(916) 446-0874

1321 No. C (at 12<sup>th</sup>)

For Meals: Mon-Fri 11:30-1 PM, Sat & Sun 11:00-12:30 (Tickets 7 a.m.-12:30 pm at Friendship Park)

St. Ignatius Loyola Parish

3235 Arden Way

(916) 482-9666 ext. 1

Meals served 6-7PM on the 4th & 5th Wed. of month

St. Philomenes

(916) 481-6757

2428 Bell St. (at El Camino) Tue. 6:00-7:00PM Meal is served in School Gym at 2320 El Camino

St. Lawrence Church

(916) 332-4777

4325 Don Julio Blvd., North High. Thurs. 5-6 PM

Williams Memorial Cogic

(916) 453-9033

4995 ML King Jr. Blvd.

Food giveaway every other Fri. 11AM. All people served.

St. Vincent DePaul

(916) 781-3303

Roseville Hot Meals Tue., Weds., Thurs. &

Sat. 12-1:30pm / Sun 2:30-4pm

At 141 Riverside. Clothes vouchers M-F 10-3pm / Food Locker Sat. & Sun. 2:30 - 4pm at 503 Giuseppe Court, Suite 8

For Placer Co. Residents Tue., Weds., Thurs., Fri. & Sat. 9:00-11:30am

Union Gospel Mission

(916) 447-3268

400 Bannon St. (North B St. at 12th)

Church Services 7:30 (required), Dinner following 7 days, Sunday Services 11am, w/lunch following

#### Day Shelters / Hospitality Centers

Friendship Park (L&F) (916) 443-7378

No. C at 12th Street

Men & Women Drop-in 7am - 2:45pm M-F,

Coffee & Food 7-8:30am M-F

Showers M, W, F 7am-2pm, Tu & Th 7am-10:30am

Laundry Vouchers M-F, 9am

Haircut Vouchers M-F Page Guest at 443-9499

**Mary House (L&F) (Homeless)** 1321 No. C St. (at 12<sup>th</sup>) #32 (916) 446-4961

Women and Children, 8:00am - 3pm

Breakfast 8-9am, M-Fri. Lunch 11:30-1:00, M-F Showers & Laundry Vouchers available to members,

Mailing Address. Well Child Clinic on Tues.

Anger Management & Parenting Classes

Union Gospel Mission

(916) 447-3268

400 Bannon Street

All Services 9-11 & 1-3 M-Th. 9-11 on F & S

Showers, Shaves. Also provides Mail Address Service, & Clothes Closet (ID required. Men Clothes only-call)

Wellspring Women's Center

(916) 454-9688

3414 4th Avenue

M-F, 7:30-11:30AM, Hospitality Center for Mothers & Children Breakfast served. Classes in Poetry & Creative Writing on Mon. afternoons, Computers-beg. Tu-Fr. 9-11am

#### United Christian Center

(916) 372-8980

110 6<sup>th</sup> Street, West Sacramento

Yolo residents only, M-Th, 8:30am-1:30pm, Showers & Laundry 11-1:30. Food Locker-Wed. Some clothing available. Transitional family housing at 110 6th St. West Sac. (Ext. 114 Sharon Wagoner)

#### Food Closets/Food Banks

#### Central Downtown Food Basket (916) 761-5624

1701 L St.

St. John's Lutheran Church at Goethe Hall Groceries & USDA (814 & 816 zip) on Thurs. only, available 4x per month, 9am - until food runs out.

River City Community Services

(916) 446-2627

1322 27th St. (between Capital & N Streets)

M-F 11:30-3PM Once every 30 days

ID required for all family members; Medi-Cal cards best. Serves all of Sacramento County

#### St. Mathews Church

(916) 927-0115

2300 Edison Avenue

Food-Tues & Thurs, 10 to 11:30 AM

Only 95821 Zip Code-Clothing-Sat 9AM to 10 AM

#### Sacramento Food Bank

(916) 456-1980

3333 Third Avenue (at Broadway)

M-F 10AM-1:30PM

Every Sun 12-1:30PM, ID required (SS card OK), Proof

of Address. Serves specific Zip Codes (call).

Also Clothes Closet 10AM to 1:30PM

& Mother Baby Program Mon., Tues., Wed., Thurs.

10AM to 1:30PM

#### Sierra Arden Food Closet

(916) 483-1942

890 Morse Avenue (Zips 95825 & 95864)

T-F 10-11:45 AM

#### WIC - Women, Infants, and Children (916) 326-5830 **Nutrition Program**

915 Broadway (call for other locations)

Pregnant women and mothers with infants & children. M, Tu, Th, Fr 8:15AM - 4:15PM & Wed. 8:15AM - 6 PM Call for Apt., MediCal Form, proof of income, address & picture ID required.

#### Rancho Cordova Community

Food Locker

(916) 364-8973

10497 Coloma Rd. (St. John Vianny Church) M. W. F 9:30 AM-1:30 PM. Serves 95670, 742, 655. 683, 826, 827 & 830. Once every 30 Days, SS ID required

Also homeless - no cooking bags

#### First United Methodist Church (916) 446-5025

2100 J Street 8AM - 3PM

Meal Served on 3rd Tuesday each month 5-6:30PM

#### **Detox Centers**

#### The Effort Detox Center

7586 Stockton

(916) 691-3417

Alcohol Residential Detox Facility. Detox for Adults from Opiates or Stimulants. Call first - waiting list, 14 day Detox period - \$1,650 or County Beds

#### Volunteers of America

The Drop In Center (Detox)

(916) 448-1236

700 North 5<sup>th</sup> Street

Drinking Adults, Alcoholics only 24 Hour Sleep Off Center, Screened

72-hr. Sobriety for Recovery Home

Comprehensive Alcohol Treatment Center

#### Alcohol & Drug Services

(916) 874-9754

Sacramento County Dept of Health & Human Services 4875 Broadway Ste. #129 - M-F, 8-11 AM & 12:30-4 PM Assessment for Alcohol & Drug Treatment Proof of Sac. County residence required.

#### **Medical Care**

Birthing Project Clinic

(916) 558-4800

1900 T Street M-Fr., 8-5 PM, Family Planning & Pre-Natal Care. Spanish Spoken

#### Capital Health Clinic

(916) 874-5303

1500 C Street (at 15<sup>th</sup>) Walk-in – first 9 people only Adults ages 21-65, no I.D. required, M-F 8-5, CIMSP

#### The Effort Medical Clinic

(916) 325-5556

(AQUARIAN) 1820 J St.

Adults, children, M-F 5-8:30 PM Drop-in. General Health Care, Confidential HIV testing, Call after 3 PM for Tests. Physicals anytime - Scale Fees, Medi-Cal Appts. Only

#### Mercy Clinic (L&F)

(916) 446-3345

1321 No. C St. (at 12th) General Med Care

No I.D. required, M-F 7:30-NOON & 1-3:30 PM for people without SSI/Medical who are homeless. Sign-ups in Friendship Park, 7:30-11:30AM - Walk-ins OK 1-3:30PM

#### Primary Care Center

(916) 874-9670

Enter at 4600 Broadway

General Health 7AM-5PM, M-Fri. for homeless 21-65 yrs

HIV Testing - Call for Appt.

(916) 874-7720

#### Oak Park Clinic

(916) 875-2995

3415 Martin Luther King Blvd.

Medical Thurs. Only 8-5 PM & child clinic for 95816, 17,

18, 20 / HIV Testing – (Walk In)

(916) 874-7720

#### Women's Health Specialists

(916) 451-0621

1750 Wright St., Suite 1

Free and low cost reproductive health services, birth control, HIV/STD testing & referrals for women & men. Walk-in or apt. Tues. - Sat. 9AM-5:30PM

#### **Dental Care**

#### Sacramento Dental Clinic

(916) 874-8300

1500 C Street (at 15th) Suite A

Adults-Emergency Dental at 7:40 AM & 12:30 PM After Screening Appointments, M-F 7:40AM-5:00PM, No walk in patients

#### **AIDS**

#### AIDS Education & Prevention

(916) 874-7720

1500 C Street Wed.-Thurs. Only By appointment only - Testing Only

#### **Breaking Barriers**

(916) 447-2437

2020 V Street

Works with HIV +/ AIDS, Homeless & Breast Cancer M-F, 9AM-5PM Sat. from 12:00-3:00PM

Cares (Treats HIV & AIDS)

(916) 443-3299

1500 - 21st Street

#### Miscellaneous Services

#### Centro Guadalupe (916) 443-5367

730 S Street

Multi services for Latino community. Rental and Util. Assist., Bilingual, Jobs, Etc., Immigration Program - Fee Involved

#### Dept. of Human Assistance (Welfare) Sacramento County

28<sup>th</sup> & R (Call for assistance and locations)

General Info. & Medical (916) 874-2072 Medical - M-F, 7:30AM-5PM 874-2256 Homeless Assistance (Food Stamps) 874-2063 874-3800 Hand Imaging

#### Veteran's Service Office (916) 874-6811

2007 - 19th St.

Walk-in M-F 8am-4pm / Phone clients - M-F 8am-5pm. Assists veterans with counseling, claim development, Advocacy, benefit entitlement, etc.

#### Employment Development Dept.

2901 50<sup>th</sup> St (at Broadway)

1-800-300-5616

M-F 8am-5pm

Job Services, Career Centers (Downtown)

-Old Marshall School - 2718 G Street

-Broadway - 801 Broadway

(For one nearest you call 263-3800)

Legal Services of N. Calif.

(916) 551-2150

515 - 12th Street (at E) M-F 8:30-12, 1-5

Problems with public benefits/Landlord/Tenant; Call for appt.

Senior Legal Hotline

(916) 551-2140

2862 Arden Way, Suite 200

Free legal services for disabled, HICAP, M-F, 9-4. (Closed Noon-1pm) No landlord/tenant assistance.

Social Security Office

(916) 381-9410

8351 Folsom Blvd.

M-F 9:30 AM - 4:30 PM

National Line

1-800-772-1213

**Immigration** 

(530) 742-6942

Welfare Rights

(916) 736-0616

1901 Alhambra Blvd. (2<sup>nd</sup> Floor)

M-F 9:00-5:00 CalWORKs, Food Stamps, Medi-Cal

representation at hearings

#### Women's Empowerment Program

1400 N. C Street

Open M-F 8:30-4:30pm

(916) 669-2307

8 wk program for homeless women to develop job

readiness skills & personal strength.