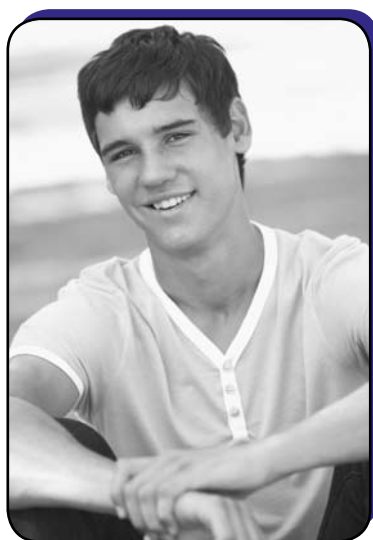




2010  
ANNUAL REPORT  
**BILL WILSON CENTER**  
COUNSELING • HOUSING • EDUCATION • ADVOCACY

## Jessie's Story

Seventeen year old Jessie grew up in an abusive home – his father had a very violent temper and oftentimes took his rage out on Jessie and his mother. Despite his parents divorcing when he was just seven, Jessie began acting out and exhibiting his father's same violent temper around age sixteen. He would become enraged and violent when he got into arguments with his mother – punching holes in the walls and breaking furniture.



Jessie's anger was out of control – he had gotten in trouble for destruction of public property and had been picked up by San Jose Police for breaking curfew. The police officer brought him to Bill Wilson Center instead of taking him to juvenile hall for the night. Our counselors learned that Jessie was already involved in the juvenile justice system and was at risk of being sent to juvenile hall if he didn't get his anger under control.

Jessie started seeing a counselor and was also joined by his mother for family counseling sessions. He learned various coping skills that he could pull from when he became angry such as taking a walk, writing or listening to music. Jessie also

learned that one strategy may not always be successful, but that he needed to exhaust himself trying each different coping skill until his temper cooled down.

After one month in the shelter and with his anger management improving, Jessie began working on a plan to return home. His mother was made aware of the various coping skills Jessie had learned so she could support his continued improvement at home. Jessie's return home started off gradually – he first returned home for a few days then returned to the shelter for a few. This went on for a few weeks until Jessie felt fully able to control his anger episodes on his own. Jessie still sees his counselor weekly, and has reported that he is doing well at home and in school.

Sign up for our monthly e-newsletters. Visit [www.billwilsoncenter.org](http://www.billwilsoncenter.org).

## Letter from Sparky

Dear Friends,



Two questions we ask ourselves every day here at Bill Wilson Center are: How can we meet the changing needs of our community? How can we do it better? Sometimes it's one child who pushes us to find a new solution. This year it was a young girl who I affectionately called, "Wild Child".

Wild Child was raised by a single mom who is mentally ill and abuses drugs and alcohol. Most nights this young girl, who was age 11 when she came to us, spent nights sleeping in a car while her mom slept inside with a boyfriend. Other nights the girl and her mom slept in family shelters. Wild Child has essentially raised herself in chaos. Not surprisingly, she was often out of control and sometimes violent.

One day I walked into our front lobby to find our Wild Child screaming at her mother that she did not want to stay another day at Bill Wilson Center. I decided to sit down with the girl to find out what was going on while her mother spoke with her counselor in another room. She told me, "You're not supposed to have kids my age here; I don't want to be here. I want to run away." While Bill Wilson Center does house children as young as 11 in our shelter, kids under age 13 are usually placed in one of our temporary foster host homes. However, our Wild

## Letter from Sparky *(continued)*

Child told me she had been in one of those homes but they couldn't handle her or keep her from running away. Obviously, this was an explosive child, but I wasn't going to let her walk out the door. I suggested she write down a list of things we could do to make her stay better.

She had very specific ideas and I listened. One of her requests was easy to provide – she wanted crayons and coloring books. In working with this young girl, I realized Bill Wilson Center needed a foster care model that could work with young, out-of-control kids like our Wild Child.

What we found was a model called Multidisciplinary Treatment Foster Care (MTFC). In this best practice model, a foster family is specially trained to handle extremely challenging youth. Only one youth is placed in the MTFC home, allowing for an intense level of services and support for the child. The foster parents receive ongoing support and the child receives daily services from Bill Wilson Center in addition to the one-on-one focus of the foster parents.

Wild Child was placed in a great group home with other pre-teens; she is doing well and comes back to visit often. However, we believe children and youth do better in the least restrictive setting – a home or foster home rather than in a group home. I thank our Wild Child for pushing us to look at more intensive foster care programs that could handle violent and out-of-control children and youth. There are many other youth who will benefit from our experience with her.

Santa Clara County's Probation Department plans to use our MTFC homes for some of their younger youth who could benefit from intensive foster care and family counseling before returning home. MTFC also teaches parents the skills necessary to set limits and handle future crises.

Bill Wilson Center would not be able to help Wild Child and others like her without the support of the community. How can you help? Call us for information about becoming a foster parent – MTFC or "regular". Volunteer! Donate!

There's always something new at Bill Wilson Center – be a part of it.

Best Regards,

*Sparky Harlan*

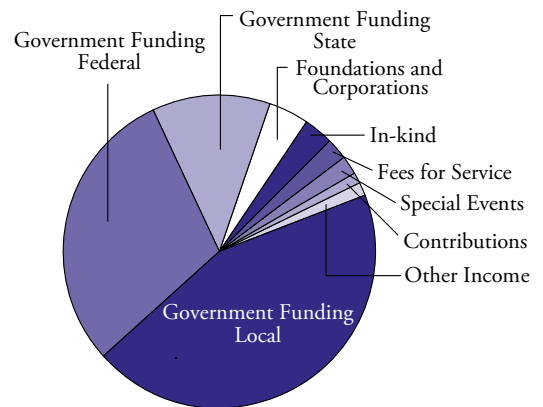
Sparky Harlan  
Executive Director

For a complete list of donors, visit [www.billwilsoncenter.org](http://www.billwilsoncenter.org).

## Financials

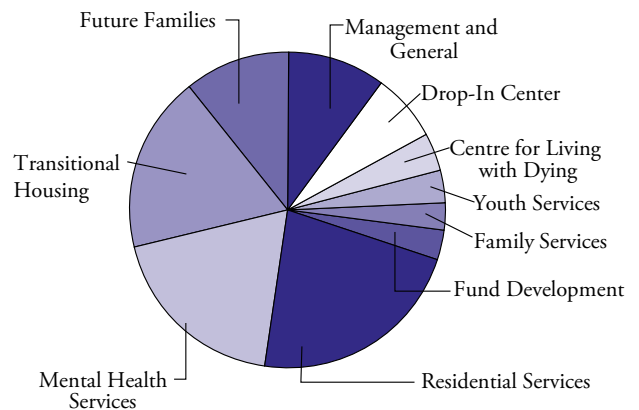
July 1, 2009 – June 30, 2010

### INCOME



INCOME	Amount
Government Funding – Local	4,896,594
Government Funding – Federal	3,289,101
Government Funding – State	1,327,915
Foundations – Corporation	465,028
In-Kind	356,066
Fees for Services	244,738
Special Events	201,608
Contributions	143,978
Other Income	125,730
<b>TOTAL</b>	<b>\$11,050,758</b>

### EXPENSES



EXPENSES	Amount
Residential Services	2,411,149
Mental Health Services	2,048,041
Transitional Housing	1,961,969
Future Families	1,183,607
Management and General	1,078,629
Drop-In Center	770,384
Centre for Living with Dying	403,211
Family Services	321,241
Youth Services	357,415
Fund Development	307,148
<b>TOTAL</b>	<b>\$10,842,794</b>

For a copy of our 990 and Audits, visit [www.billwilsoncenter.org](http://www.billwilsoncenter.org).

# Programs and Statistics

Bill Wilson Center is a nonprofit, community-based agency that has been serving Santa Clara County for more than 35 years. Bill Wilson Center provides a continuum of services needed to help and support Santa Clara County's youth and families through counseling, housing, education, and advocacy. Each year Bill Wilson Center serves over 10,000 clients through its programs.

**BILL WILSON CENTER MISSION:** Bill Wilson Center supports and strengthens the community by serving youth and families through counseling, housing, education, and advocacy.

**BILL WILSON CENTER VISION:** Bill Wilson Center is working to prevent poverty in the next generation by connecting youth with employment, education, housing, and adult mentors and role models.

**RUNAWAY AND HOMELESS YOUTH RESIDENTIAL PROGRAM** provides short-term housing for homeless and runaway youth (ages 11 – 17) as well as services for families in crisis. Through intensive individual, group, and family counseling the program strives to reunite a family whenever possible, prevent future problems, and stabilize the lives of youth to keep them safe.

*Program Statistics:* Of the 403 youth who stayed at the shelter, 87% were reunited with their families, 90% decreased school-related problems, 93% decreased runaway behavior and 95% decreased substance abuse. Bill Wilson Center provided 1,718 individual and family counseling sessions, 221 group sessions, 1,130 aftercare sessions, and 6,022 bed nights.

*Demographics:* 55% of the youth are female; 2% are 12 and under and 98% are 13 – 17. 49% are Hispanic, 24% are Caucasian, 10% are African American, 8% are Asian or Pacific Islander, and 9% are Native American, mixed race, or other.

**DROP-IN CENTER** in downtown San Jose is a community-based resource for homeless and at-risk youth, ages 13 – 24. The Drop-In Center provides basic necessities such as food, clothing, and personal hygiene items, as well as comprehensive services including counseling, job readiness training, housing assistance and health screenings/education. The Drop-In Center is a stepping-stone to getting youth off the streets and on their way to a more stable life.

*Program Statistics:* 851 youth participated in case management services. 7,911 meals were served. 80% of participants received medical, employment and educational services; 96% received counseling for sexual abuse, drug assessment and/or mental health services; and 89% were linked to emergency shelter or alternative safe housing.

*Demographics:* 62% of the youth are male; 8% are under 18 years old, 26% are 18 – 20, 24% are 21 – 22, and 37% are 23 – 24. 34% are Hispanic, 23% are Caucasian, 27% are African American, 4% are Asian or Pacific Islander, and 12% are Native American, mixed race, or other.

**TRANSITIONAL HOUSING PROGRAM** provides housing and support services for homeless youth ages 18 – 24, including pregnant and parenting youth and their infants or

toddlers. The goal of the program is to transition youth into permanent housing by providing case management services, individual and group counseling, educational and employment services, and independent living skills training. Parenting teens receive parenting training and assistance with childcare to prepare them for employment.

*Program Statistics:* There were a total of 92 youth in transitional housing and 50 children of parenting youth. 83% of the youth transitioned into permanent housing after exiting the program.

*Demographics:* 61% of the youth are female; 42% are Hispanic, 17% are Caucasian, 2% are Asian or Pacific Islander, 24% are African American, and 15% are Native American, mixed race, or other.

**QUETZAL HOUSE** is a six-bed, short-term group home for girls ages 13 – 17 who are chronic runaways from the foster care system. Quetzal provides counseling and support in a home-like setting in order to reduce destructive behaviors and reunite the girls successfully with mainstream foster care.

*Program Statistics and Demographics:* 22 girls stayed for a total of 1,338 bed nights. All Quetzal House residents are female and between the ages of 13 and 18 years old. 41% are Hispanic, 31% are Caucasian, 10% are Asian or Pacific Islander, and 18% are African American. 60% were able to return to their homes or to a lesser level of care.

**FAMILY AND INDIVIDUAL COUNSELING CENTER** provides low-cost, professional counseling services for families, children, couples, and individual adults who may be experiencing a wide variety of mental health problems. The focus of the program is to help individuals develop the skills and confidence they need to handle any crises they may face. School Outreach Counseling Program provides counseling services to students in the middle and high schools of the Santa Clara Unified School District. School counseling addresses such issues as gang involvement, depression, suicidal ideation, problems at home, poor school performance, drug use prevention, and sexuality.

*Program Statistics:* Counseling was provided to 598 people through 123 couples' counseling

sessions, 459 family counseling sessions and 2,694 individual counseling sessions. 78% reported reduced family conflict. The School Outreach Counseling Program provided services to 336 youth in 2,229 individual and 69 group sessions.

*Demographics:* 56% of Counseling clients are female; 16% are under 12, 20% are 13 – 17, 43% are 18 – 44, and 21% are over 44. 35% are Caucasian, 40% are Hispanic, 7% are Asian or Pacific Islander, 6% are African American, and 12% are Native American, mixed race, or other. 51% of the School Outreach Counseling Program participants are male; 40% are under 12 and 60% are over 12; 12.5% are Asian or Pacific Islander, 46% are Hispanic, 25% are Caucasian, 4.5% are African American, and 8% are Native American, mixed race, or other.

**CENTRE FOR LIVING WITH DYING** offers emotional support to adults and children facing life-threatening illness or the trauma of losing a loved one. Tools for coping with loss and trauma through individual counseling or grief groups are provided. The Centre also provides crisis intervention services and education on grief and loss to those in the community whose professions touch death and illness, including emergency and safety personnel, medical personnel, and school personnel.

*Program Statistics:* 467 individuals were served through individual and group grief counseling.

*Demographics:* 68% of clients are female. 2% are under age 5, 12% are 5 – 12, 8% are 13 – 17, 12% are 18 – 30, 23% are 31 – 45, and 37% are over 44. 6% preferred not to disclose their ages. 47% are Caucasian, 29% are Hispanic, 9% are Asian or Pacific Islander, 6% are African American, and 9% are Native American, mixed race, or other. 182 youth received grief counseling at their schools.

**MENTAL HEALTH SERVICES** provide individual therapy, group counseling and case management services to children, teens and adults experiencing behavioral and/or mental health issues that interfere with their functioning at home, school, physical health, and self care. Crisis intervention is provided for youth ages 16-24.

*Program Statistics and Demographics:* 297 individuals received mental health services this year. 53% are female; 2% are under age 5, 20% are 5 – 12, 25% are 13 – 17, 39% are 18 – 44 and 13% are unknown. 26% are Caucasian, 36% are Hispanic, 3% are Asian or Pacific Islander, 16% are African American, and 19% are Native American, mixed race, or other.

**FOSTER CARE SERVICES** provides stable, caring, homes for children of all ages in the social services system. The primary goal of the Foster Care Program is to prepare the child for either their return to appropriate, stable birth family members, placement into an adoptive family, or adoption by the foster family. 76 children are currently placed in Bill Wilson Center foster homes.



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## Programs and Statistics *(continued)*

### Other programs include:

**ADOPTION PROGRAM** prepares families to parent children who come through the child welfare system. Foster children who are adopted may have special needs because of issues of abandonment, rejection, and in many cases, abuse. The placement coordinator works closely with county social workers and approved families to ensure the child's needs will be met by a family that is willing and capable of permanently parenting the child. Three children found their forever home through our Adoption Program this year.

**CONTACT CARES** provides objective listening, caring involvement, information and referrals to meet the needs of Santa Clara County through a multipurpose, 24/7 helpline staffed by trained volunteers. Contact Cares, which is staffed by 50 volunteers and 3 full-time employees, answered a total of 22,508 calls this year.

**VOLUNTEER CASE AIDE PROGRAM** connects children in foster care to caring adults who can help them with a variety of needs such as transportation, tutoring, and mentoring. This year, 1,158 foster youth were served.

**RESTORATIVE JUSTICE PROGRAM** provides first-time offenders in San Jose an alternative to incarceration. 63 youth between the ages of 12 and 18 were served. 73% are male; 2% are 12 and under, 73% are 13 – 17, 25% are 18. 17% are Caucasian, 60% are Hispanic, 11% are Asian or Pacific Islander, 6% are African American, and 6% are Native American, mixed race, or other.

**SAFE PLACE AND SAFE PLACE COMMUNITY OUTREACH** provides youth in the community with information on how to access the over 367 Safe Place sites maintained by Bill Wilson Center. 175 youth sought help through Safe Place. 55% of the youth are female. 26% are Caucasian, 49% are Hispanic, 6% are Asian or Pacific Islander, 10% are African American, and 9% are Native American, mixed race, or other.

Please visit our website for more detailed program descriptions : [www.billwilsoncenter.org](http://www.billwilsoncenter.org)