



# Bill Wilson Center

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## *Annual Report 2002-2003*

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COUNSELING • HOUSING • EDUCATION • ADVOCACY

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    ✦ Probation  
    ✦ Transitional Housing  
    Placement Program  
    ✦ Health Department—  
    Violence Prevention  
    ✦ General Fund  
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**Thank you!**

# Letter to the Community

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*Dear Friends,*

This past year has been the first for our newest program, Building Better Schools: One Youth at a Time. Building Better Schools has provided weekly conflict resolution and leadership building workshops at three middle schools in the San José Unified School District. The curriculum uses discussion, games, role-plays, and other activities to build skills, which helps give students the tools to resolve problems without resorting to aggression and violence, or drugs and alcohol.



The program has numerous benefits to the students. Developing conflict resolution skills reduces the occurrence of aggressive or violent behavior in the school setting and creates a positive learning environment. The program helps each youth to make better decisions, improve communications and conflict resolution skills, and reduce their chances of participating in high-risk behaviors. The participants develop leadership skills that will help them throughout their lifetimes.

We are especially appreciative of the three funders of Building Better Schools: The Lucile Packard Foundation for Children's Health, and Santa Clara County's Violence Prevention Program and Drug and Alcohol Services Department. Each funder supported one grade level, so that 6th, 7th, and 8th graders could learn life-changing skills and change their behaviors and their futures. The middle school years are crucial years and influence the way a child becomes an adolescent.

We appreciate all of our volunteers and donors. Without all of you we would not have been able to provide services to over 8,000 people this year. We've continued to seek ways to help the runaway youth, the couple in counseling, and the child in foster care—families and individuals—through all of our programs.

Volunteers in our Independent Living Skills program have served as role models, gone on camping trips and to ball games, picked up pizza for weekly meetings, helped with filing and other office tasks, encouraged kids to study and apply for college, and more—all to help youth in foster care transition into independence. The program wouldn't be as successful without them, or the volunteers who serve in other programs.

Every donor is important to us. Your gift of a hot meal for the Drop-In Center, toiletries for the kids, financial support, and time are all a piece of our success. Thank you for being a part of Bill Wilson Center.

Sincerely Yours,

A handwritten signature in black ink that reads "Sparky Harlan". The signature is written in a cursive, flowing style.

Sparky Harlan  
Executive Director

# BILL WILSON CENTER'S PROGRAMS & STATISTICS

**Bill Wilson Center**, a non-profit, community-based agency has been serving Santa Clara County for 30 years. Bill Wilson Center's mission is to support and strengthen the community by serving youth and families through counseling, housing, education, and advocacy. Each year Bill Wilson Center serves over 8,000 clients.

## **Bill Wilson Center Services Include:**

**Family and Individual Counseling Center** provides counseling services to individuals of all ages and addresses a wide variety of problems including family conflict, school problems, substance abuse, depression, stress, and out-of-control behavior. Overall, the focus of the Family and Individual Counseling Center is to work with individuals in the community to develop the skills and confidence needed to overcome the crises they face.

**Program Stats:** Counseling was provided to 766 people for a total of 5,212 counseling sessions—355 couples counseling sessions, 364 family counseling sessions, 210 group counseling sessions, 3,785 individual counseling sessions, and 498 consultations.

**Demographics:** 60% of clients are female; 12% are 12 and under, 18% are 13–17, 57% are 18–44, 12% are 45–64, and 1% are 60 and older. 41% are Caucasian, 37% Hispanic, 11% Asian/Pacific Islander, 6% African American, and 5% are Native American/Other.



**Runaway and Homeless Youth Residential Program** offers short-term housing to youth (ages 11–17) who have run away, are having problems at home, or are facing physical, emotional or sexual abuse. Families turn to the shelter when they feel that their son or daughter is out of control, or when family conflict has created a breakdown of the family and they could benefit from a short-term separation. Through intensive individual, group and family counseling the program strives to reunite families whenever possible, prevent future problems, and to stabilize the lives of youth to keep them safe.

**Program Stats:** Of the 230 youth who stayed at the Bill Wilson Center Shelter, 74% were reunited with their families. Bill Wilson Center provided 1,916 individual and family counseling sessions, 253 group sessions, 679 aftercare sessions, and 4,964 bed nights.

**Demographics:** 58% of the youth are female; 8% are 13 and under, 52% are 13–15, and 40% are 16–17; 42% are Hispanic, 35% Caucasian, 14% African American, 7% Asian/Pacific Islander, and 2% are Native American/Other.

### **Residential**

Sheila's parents were fed up. Not only was she using drugs, but she was constantly arguing with her sister and her parents. She was tearing the family apart. The last straw was when Sheila got in trouble with the law. Sheila's parents brought her to Bill Wilson Center's Youth Shelter.

During her stay at the shelter, Sheila began working with counselors to tackle her behavioral problems. She learned how to cope with her feelings instead of using drugs as an escape. In family counseling sessions, Sheila worked with her family to develop better communication skills and improve her relationship with her parents and her sister.

Sheila has now returned home and is doing well. She is committed to being clean and sober, and the family continues to receive counseling through Bill Wilson Center's Individual and Family Counseling Center.



**Drop-In Center** in downtown San Jose helps homeless at-risk youth, ages 12–22, by providing basic necessities such as food, clothing, and personal hygiene items. The program also provides more compre-

hensive services including counseling, living skills training, job readiness training, housing assistance, health education (including HIV prevention) and links to other services, such as access to legal services and health care. The program's primary goal is to get homeless youth off the streets and into safe and permanent housing.

**Program Stats:** In FY 2003, 752 youth came for a meal, safety, information, counseling, and prevention information. Outreach workers made 6,659 contacts with homeless youth on the street. 75% of youth who participated in HIV/AIDS education reduced participation in high-risk behaviors and 75% of those who participated in pre-employment services improved their job readiness.

**Demographics:** 37% of the youth are female; 20% are under 18 years old, 34% are 18–20, and 46% are 20–22 years old; 37% are Hispanic, 36% Caucasian, 15% African American, 7% Native American/Other, and 5% are Asian/Pacific Islander.



**Transitional Housing Program** provides comprehensive services for homeless youth (ages 16 to 22), including young parents and their infants. The program offers long-term shelter, independent living skills training, job readiness skills, and counseling. Parents also learn parenting skills. The goal of the program is to help youth find and maintain permanent housing and live independently.

**Program Stats:** There were a total of 99 youth in the transitional housing program, and 45 infants and toddlers of parenting youth. 75% of residents who completed the transitional housing program remained

in permanent housing for at least 6 months after leaving the program.

**Demographics:** 69% are female; 38% are Hispanic, 29% Caucasian, 19% African American, 9% Native American/Other, and 5% are Asian/Pacific Islander.



**Project Safe Place** provides a safety network for youth in San Jose by joining together businesses, schools, and nonprofit agencies. Trained staff and volunteers

### Safe Place

Daniel was the quietest person in the Safe Place Community Outreach Program (SPCO). He never spoke in group meetings, and whenever asked a direct question he would say, “I don’t know.” The staff and volunteers who ran the program began to question his interest in the voluntary program.

At the start of the semester-long SPCO program, all participants are divided into smaller groups. Daniel found himself as a member of a group whose motto was, “No one gets left behind.” Daniel’s team would not allow him to fall through the cracks and encouraged him to participate in every group activity. The team accepted him for who he was and never gave up on him. As a result, Daniel slowly began to participate and became a strong member of his team.

Daniel passed on the lessons he learned from his team by taking it upon himself to work with another SPCO member, Sam, who was falling behind in the program. Sam continually goofed-off and had trouble staying on task. Daniel worked one-on-one with Sam, and slowly Sam began to change his attitude. He began to take the program more seriously and his overall performance improved dramatically.

Daniel learned the importance of working together as a team, and he also learned to never give up on himself or others. A major turning point for Daniel was when he was asked the question, “Would you participate in SPCO again?” His response was, “Yes.”

respond to calls for help 24 hours a day, providing children who are in danger with a safe haven. Safe Place Community Outreach is a component of the program that provides skills training and opportunities for community volunteerism for youth.

**Program Stats:** There are 349 Safe Place sites; 162 youth sought and received help. Outreach contacts were made to over 21,544 youth. 127 youth participated in Safe Place Community Outreach of which 88% increased their leadership skills, and experienced a reduction of “at-risk” behavior.



**Quetzal House** is named after the Quetzal bird, which dies when kept in captivity. Quetzal House provides a stable and nurturing environment for girls who are chronic runaways from the foster care system. The overall program goal for Quetzal House is to work with youth so that they can successfully transition to and maintain a longer-term placement.

**Program Stats:** 28 girls stayed an average of 78 nights each for a total of 2,173 bed nights. 82% of the girls who completed the program demonstrated an increase in pro-social behavior, including a decrease in runaway behavior.

**Demographics:** All Quetzal House residents are female and are between the ages of 13 and 18 years old. 61% are Hispanic, 25% Caucasian, 11% African American and 4% are Native American/Other.



**School Outreach Counseling Program** provides counseling for students in the Santa Clara Unified School District, and addresses such issues as depression, suicidal ideation, problems at home, and poor school performance. Part of the program helps recently immigrated Vietnamese youth and their families.

**Program Stats:** 405 youth received counseling services in a total of 1,352 individual and 160 group-counseling sessions.

**Demographics:** 49% of participants are female; 92% are 13–17 years of age, 8% 18–44 (family members); 58% are Asian/Pacific Islander, 18% Caucasian, 11% Hispanic, 11% Native American/Other, and 2% are African American.



**Independent Living Skills Program (ILP)** teaches youth in foster care the skills they need to become self-sufficient. Youth who are raised in group homes or foster care “age out” of the system at 18 regardless of whether they have a job, money, or the skills needed to be independent. Many end up on

### Independent Living Skills Program

Jonathan came to Bill Wilson Center’s Independent Living Skills Program (ILP) shortly before graduating from high school. Jonathan started working with Amy, an ILP staff member, in developing the crucial skills he would need once he aged out of the foster care system at 18. In determining what his plans would be after high school, Jonathan told Amy that he had none. The counselors at his school told him that he was not very smart and should give up any dreams he might have of going to college.

Amy felt that Jonathan could succeed in college and knew that he was motivated, so she urged him to pursue his dreams. After graduating from high school she helped him enroll at San Jose City College and he began taking college courses. At the same time, Amy continued to help Jonathan look for scholarships and encouraged him to do well in school.

One day all the hard work paid off. A community organization that had heard about Bill Wilson Center’s ILP program contacted the program manager offering a full scholarship to a deserving ILP youth. They did not have to search far—Jonathan was the obvious choice. Jonathan has been awarded a full four-year scholarship to any college in the United States. He is not sure what school he wants to attend, but he knows that he will accomplish his dreams and will one day be a college graduate.

the streets and homeless. The ILP program focuses on job skills (resume writing, job searching, interviewing), household management (budgeting, shopping, cleaning), and interpersonal skills.

**Program Stats:** The Independent Living Skills Program served 500 youth in 900 individual sessions and 300 group sessions. 76% of youth were employed by the end of the program. 3 out of 4 youth in Bill Wilson Center's ILP program are continuing their education, well over the national average.



**Peer Education Training** is a youth run program that provides skills training for youth throughout Santa Clara County. Youth become Peer Educators and return to their schools and communities with the tools to help other students make positive and healthy decisions.

The Peer Education Program trained 60 youth this year from mainstream public schools, alternative public schools, and private schools.



**Project Action** is a social marketing and outreach program that works to reduce the incidence of teen pregnancy and STI transmission, particularly HIV/AIDS, among sexually active youth. This past year has been a transition year for the program as it was phased out as a stand-alone program. The educational components of Project Action are being incorporated into various Bill Wilson Center programs.



**Restorative Justice Program** is aimed at providing support to help youth stay out of the juvenile justice system. Youth receive counseling, perform community service and attend eight two-hour workshops. The program works with the youth to help

them make amends, and provides guidance so that they will make better choices in the future.

**Program Stats:** 360 youth participated in the Restorative Justice Program. They received 286 home visits, 2,081 group sessions, 1,420 phone consultations, and participated in 40 community service events.

**Demographics:** 39% of the youth are female; 19% are 12 and under, 46% are 13-15, 32% are 16-17, 3% are 17-18; 37% are Hispanic, 34% Caucasian, 14% Asian/Pacific Islander, 9% Native American/Other, and 6% are African American.

### Restorative Justice Program

One night Manny made a mistake and ended up in Juvenile Hall. Later he was referred to Bill Wilson Center's Restorative Justice program and began working with his case manager to begin to make amends to the community for the crime he committed. This was Manny's second time in the Restorative Justice program, but this time his case manager could tell there was a difference.

Manny had a strong commitment to the program and was an eager participant in the community projects he was involved with. He especially enjoyed the Legal Eagle program, which enabled him to learn more about the legal system. In a mock trial involving a rape victim, Manny found a new appreciation for the law. Manny also participated in the Walk for AIDS and raised money to support Bill Wilson Center's team.

Manny has some obstacles to overcome, such as a learning disability and admitted involvement in a gang, but he is on the road to changing his life. On his last day of the program, when asked by the community committee about what he had learned from the Restorative Justice Program, Manny responded, "I learned that I can change."



### Prevention/Health Education Programs

focus on HIV/AIDS, substance abuse, pregnancy, and gang violence prevention. Youth are educated about the consequences of their actions and are equipped with the tools to make healthy choices for themselves.

**Program Stats:** Prevention/Education services were provided to 3,511 youth through individual and group sessions. 84% of participants improved their knowledge of conflict resolution. 74% reported improved communication skills.

**Demographics:** 52% of the youth are female; 57% are Hispanic, 24% Caucasian, 13% Asian/Pacific Islander, 5% African American, and 1% are Native American/Other.



**Volunteer Program** recruits, trains, and supervises volunteers to assist with programs and services. Volunteers may provide youth with an adult role model, distribute food to homeless youth, paint a counseling room, or teach a teen a new skill. Volunteers play a key role in the success of our programs.

**Program Stats:** This past year Bill Wilson Center has recruited and trained 29 new volunteers, bringing the total number of volunteers to 165, which includes 30 counseling interns.



# Financial Statements 7/1/2002-6/30/2003

## Revenue

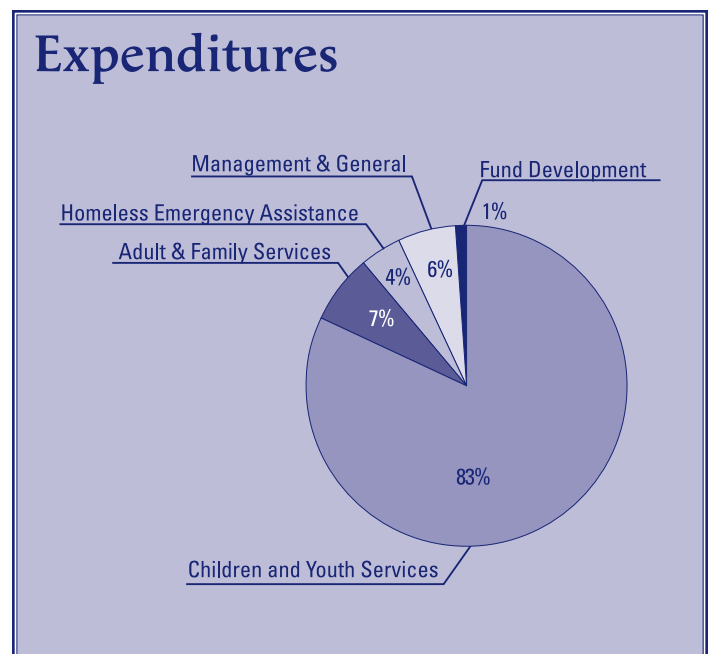
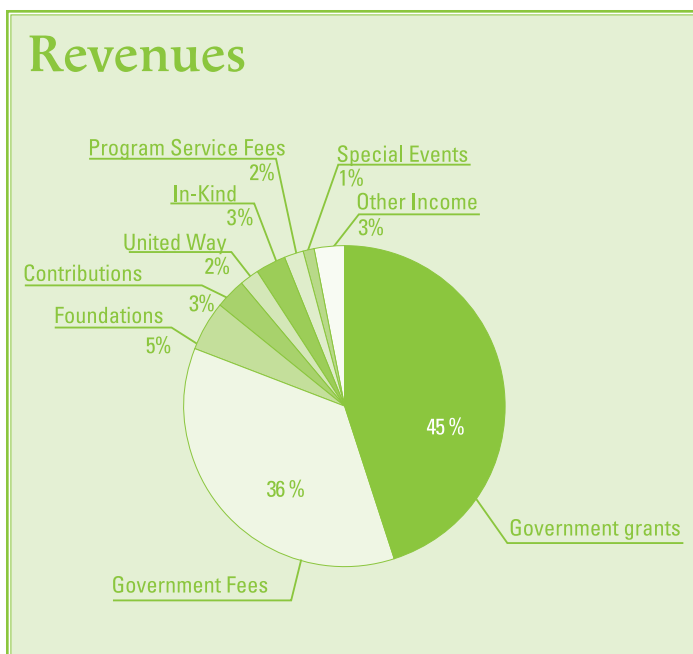
Government Grants	2,458,954
Government Fees	1,975,581
Foundations	264,763
Contributions	159,997
United Way	110,285
In-Kind	184,254
Program Service Fees	86,608
Special Events	28,501
Other Income	150,693

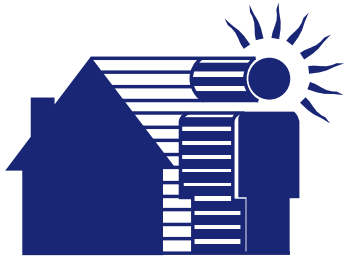
**TOTAL REVENUE** **\$5,419,636**

## Expenditures

Children & Youth Services	4,493,155
Adult & Family Services	373,972
Homeless Emergency Assistance	205,082
Management & General	311,235
Fund Development	33,710

**TOTAL EXPENDITURES** **\$5,417,154**





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