

2007 - 2008

Annual Report



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This past year brought even more changes and growth to Bill Wilson Center. In August 2007, Bill Wilson Center acquired Future Families. Services provided by Future Families included the recruitment, training and support of foster families, adoption services, counseling, Parent-Child Interaction Therapy, Case Aide volunteers,

of foster care or other systems, the complex will also house several low-income staff, who will serve as role models and mentors to the youth. Our goal is to give these young adults the support they need to complete their education, find meaningful employment, and learn the skills they'll need to become successful in their lives.



Letter TO THE Community

and most of all, a caring and dedicated staff and board. Adding these services to Bill Wilson Center expanded our work with children in foster care, and generally expanded our services to younger children and families.

The closure of two other youth shelters in late 2007 left Bill Wilson Center as the only provider of shelter services for youth in our county. We scrambled to find ways to ensure that there would always be a bed for each youth who needs a safe place to stay. We added space for four more youth at our shelter in Santa Clara, and leased Casa SAY in Mountain View with plans to open two more shelter beds in 2009. Looking for a more innovative approach, we submitted proposals to create a system of foster families who would be on-call in case we had more youth needing help than we could shelter.

In 2007, we purchased an apartment complex that we call Peacock Commons. In 2008, we began making plans, raising funds, and getting ready to do a complete renovation of the buildings. These 28 apartments will be converted to affordable housing for young adults. Primarily for youth who are homeless or have aged out

With the help of our donors and volunteers, we continue to provide a wide range of services for children, youth, and families in our community. By building connections for youth transitioning out of childhood, we can prevent poverty. These connections include safe and affordable housing, access to education, help in finding employment, and meaningful and long-term connections with adults.

If you are reading this letter, chances are you've had a part in enabling Bill Wilson Center to find ways to help the many people who come to us with no hope and no expectations for the future. Often our challenge is to help youth believe in themselves. Your help makes that happen for the pregnant teen, the gang-involved youth, the abused child, and homeless youth living on the streets.

Thank you.

With warm regards,

Sparky Harlan

Sparky Harlan

Luis's Story: Ready to Come Home

Luis lived with his homeless, drug-addicted mom on the streets of downtown San Jose until Social Services intervened. He and his little brother were placed in separate foster homes.

When he was 7, his foster mother passed away from cancer. Luis was put in a shelter, and while there he and his brother were adopted by a family. As a teen, Luis became affiliated with a gang and was getting into other high-risk activities. Worried, his adoptive family sent him to out-of-state residential programs.

After the second time Luis was expelled from a residential program, he and his parents turned to Bill Wilson Center's Runaway and Homeless Youth Shelter. Luis wanted to reunite with his adoptive parents, but felt very isolated from them in the out-of-state programs. His parents were willing to try once more to help Luis come home.

In family counseling sessions, Bill Wilson Center staff worked with Luis and his family on family rules and relationships. Initially, Luis became very withdrawn and would not participate. His therapist referred him to a psychiatrist who evaluated him and prescribed medication

to help treat Luis's extreme depression and anxiety.

The Bill Wilson Center therapist continued to work with Luis in individual sessions on his anger at being sent away from home. His temperament evened out and he and his parents were able to address the issue of his feelings of abandonment stemming from his early childhood losses.

After two weeks at Bill Wilson Center, Luis started earning weekend home passes. His visits at home were very successful. Luis participated in anger management classes, the Healthy Relationship group, weekly Resident Council meetings, and Men's group meetings. He was enrolled at Bill Wilson School, a collaborative with the County Office of Education, and began to catch up on missed credits.

After six weeks in the Bill Wilson Center program, Luis and his parents decided that he was ready to come home. Since then, the Bill Wilson Center therapist has met with Luis and his family three times. Luis and his family are doing well and know where to turn if they need help again.



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 the full 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.

Programs and Statistics

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 who can turn to the shelter when conflict creates the need for short-term separation and counseling. Through intensive individual, group, and family counseling the program strives to reunite families whenever possible, prevent future problems, and stabilize the lives of youth to keep them safe.

Program Stats: Of the 329 youth who stayed at the Runaway and Homeless Youth Residential Program shelter, 88% were reunited with their families, and 97% remained in a safe environment 90 days after discharge. Bill Wilson Center provided 5,141 bed nights.

Demographics: 56% of the youth are female; 5% are 12 and under, 52% are 13 – 15, and 43% are 16 – 18. 45% are

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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 jobs, education, housing, and adult mentors and role models.

Programs and Statistics (cont.)

Hispanic, 23% are Caucasian, 11% are African American, 7% are Asian or Pacific Islander, and 14% 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, living skills training, job readiness training, housing assistance, health education (including HIV prevention), and links to other community services. The Drop-In Center is a stepping-stone to getting youth off the streets and on their way to a more stable life.

Program Stats: 908 youth participated in case management services. 56% of youth received employment readiness counseling. Outreach workers made 1,374 significant contacts with homeless youth on the street.

Demographics: 62% of the youth are male; 3% are under 12 years old, 9% are 13 – 17, 33% are 18 – 21, 47% are 22 – 25, and 8% did not disclose their age. 40% are Hispanic, 26% are Caucasian, 21% are African American, 5% are Asian or Pacific Islander, and 7% 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 children. The goal of the program is to transition youth into permanent housing by providing management services, individual and group counseling, educational and employment services, and independent living skills training. Parenting teens receive parenting training and assistance with childcare.

Program Stats: There were a total of 69 youth in transitional housing and 42 children of parenting youth. 89% of the youth were able to maintain permanent housing after exiting the program.

Demographics: 66% of the youth are female; 39% are Hispanic, 23% are Caucasian, 9% are Asian or Pacific Islander, 25% are

African American, and 4% are Native American, mixed race, or other.

Quetzal House is named after the Quetzal bird, which dies when kept in captivity.

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 Stats and Demographics: 25 girls stayed for a total of 1,951 bed nights. All Quetzal

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Michelle's Story: Learning to Excel

Just after Michelle's 17th birthday, she came to Bill Wilson Center's Runaway and Homeless Youth Shelter for the second time.

Michelle had come to Bill Wilson Center for the first time as a chronic runaway. She had stayed with various relatives who thought they could "handle" her, but she ran away numerous times. Michelle's situation improved after her first stay at Bill Wilson Center, and she was able to move in with her father.

After a short time, Michelle started running into trouble again. She dropped out of school—she wasn't able to focus on her education due to her drug use. This aggravated her father, and it affected their relationship.

Just before her second admission to Bill Wilson Center, Michelle was arrested for stealing \$650 from her uncle's business and spent two weeks in Juvenile Hall. Her father did not feel comfortable having her return home and Michelle agreed that she would return to Bill Wilson Center.

During Michelle's stay at the Bill Wilson Center, she received individual and family counseling, independent living services, and drug and alcohol counseling. Bill Wilson Center staff helped motivate Michelle to excel academically so that she could earn her GED, and supported her as she enrolled in college.

Counselors helped Michelle learn to accept responsibility for her decisions and the actions that led to her arrest and helped her improve her self esteem in order to learn good behavioral choices and feel confident in her ability to succeed. Counselors helped Michelle's family resolve negative feelings that developed due to her stealing and helped restore trust in their relationship. Family counseling also provided a safe environment for father and daughter to talk and develop understanding of each other and acceptance of their many differences.

Today, 18-year old Michelle lives in Bill Wilson Center's Transitional Housing Program. She's attending San Jose City College, has a part-time job, and she's been clean for more than a year.



Programs and Statistics (cont.)

House residents are female and between the ages of 13 and 18 years old. 56% are Hispanic, 4% are Caucasian, 8% are Asian or Pacific Islander, and 32% are African American. 64% were able to return to their homes or to a lesser level of care.

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.

Independent Living Skills Program teaches youth in foster care or who have been in foster care the skills they need to become self-sufficient, such as how to be informed consumers; how to navigate medical, educational, and other systems; and how to advocate for themselves. The program also assists youth with career and skills assessments.

Program Stats and Demographics: 153 youth between the ages of 13 – 24 received independent living skills training. 70% are female; 52% are Hispanic; 16% are Caucasian; 22% are African American; 5% are Asian or Pacific Islander; and 7% are Native American, mixed race, or other.

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 Stats: Counseling was provided to 873 people through 146 couples’ counseling sessions, 487 family counseling sessions, 61 parenting group sessions, 3,634 individual counseling sessions, and 91 consultations. The School Outreach Counseling Program provided services to 153 youth in 893 individual and 19 group sessions. 81% reported reduced family conflict.

Demographics: 60% of clients are female; 11% are under 12, 22% are 13 – 17, 45% are 18 – 44, and 22% are over 44. 47% are Caucasian, 34% are Hispanic, 6% are Asian or Pacific Islander, 7% are African American, and 6% are Native American, mixed race, or other. 50% of the School Outreach Counseling Program participants are female; 32% are under 12 and 68% are over 12; 55% are Asian or Pacific Islander, 20% are Hispanic, 17% are Caucasian, 4% are Native American, mixed race, or other, and 4% are African American.

Centre for Living with Dying offers emotional support to adults and children facing life-threatening illness or the trauma of having a loved one die. Those who are living with grief are given tools for coping with loss and trauma through individual counseling or grief groups. The Centre also provides crisis intervention services and broad-based 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 Stats and Demographics: 642 individuals were served through individual and group grief counseling. 1% were under 5, 9% were 5 – 12, 27% were 13 – 17, 26% were 18 – 44, 22% were 45 – 64, and 5% were over 64. 15% preferred not to disclose their ages. 193 youth received grief counseling at their schools.

Contact Cares provides objective listening, caring involvement, and information and referrals to meet the needs of Santa Clara County through a multipurpose, 24/7 helpline staffed by trained volunteers. Contact Cares volunteers answered a total of 17,652 calls for the year.

Adoption Program¹ 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.

Foster Care Services¹ 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 permanency, which means either their return to appropriate, stable birth family members, placement into an adoptive family, or adoption by the foster family.

Parent–Child Interaction Therapy and Training (PCIT) teaches parents specific skills to help foster a more positive relationship with their child and help

decrease their child’s negative behaviors. Through the use of wireless technology, parent and child play together while a therapist coaches the parent through an earpiece. Therapists provided intensive services for 24 clients.

OTHER PROGRAMS INCLUDE:

Restorative Justice Program provides first-time offenders in San Jose an alternative to incarceration. 457 youth between the ages of 12 and 18 were served.

Safe Place and Safe Place Community Outreach provides thousands of children and youth in the community with information on how to access the 367 Safe Place sites maintained by Bill Wilson Center. 135 youth sought help through Safe Place. Safe Place Community Outreach trained 88 youth in leadership skills.

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. Volunteers provided 6,753 hours of support for children in foster care.

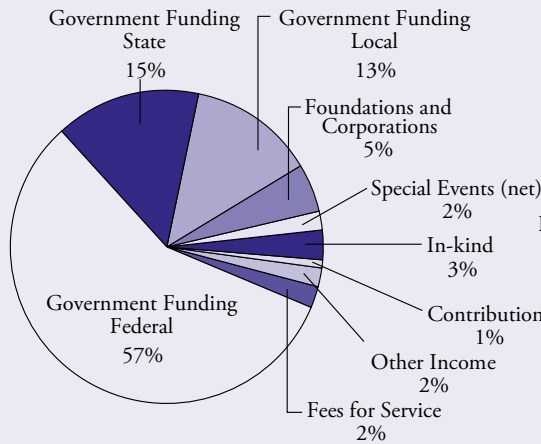
Transitional Housing Placement Program provides housing and teaches independent living skills to youth ages 16 – 18 who will soon age out of the foster care system. The Transitional Housing Placement Program served 31 youth and 4 infants for the year.

¹Both the Adoption and Foster Care Services programs became part of Bill Wilson Center after the beginning of the fiscal year; as a result, complete statistics are not available for these programs.

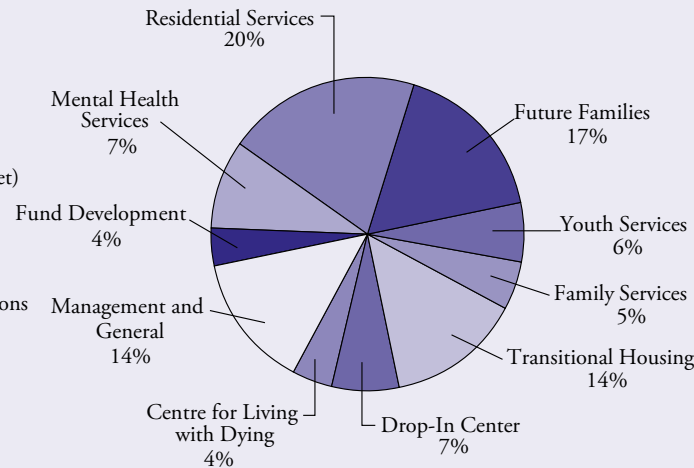
Financials

July 1, 2007 – June 30, 2008

INCOME



EXPENSES



INCOME	Amount	Percentage
Contributions	128,259	1
In-Kind	281,501	3
Special Events (net)	235,285	2
Foundation/Corporation	529,219	5
Government Funding - Federal	5,608,134	57
Government Funding - State	1,295,830	15
Government Funding - Local	1,491,564	13
Fees for Service	201,893	2
Other Income	138,017	2
TOTAL	\$9,909,702	100

EXPENSES	Amount	Percentage
Mental Health Services	890,198	9
Residential Services	2,043,510	20
Future Families	1,733,813	17
Youth Services	657,201	6
Family Services	474,853	5
Transitional Housing	1,453,281	14
Drop-In Center	698,667	7
Centre for Living with Dying	355,025	3
Management and General	1,421,369	14
Fund Development	426,790	4
TOTAL	\$10,154,707	100

Naila's Story: The Last Straw

After the seventh time 15 year old Naila cut school in the first few months of the year, her parents were overwhelmed. Cutting school was the last straw after they'd caught Naila using marijuana and drinking alcohol. In addition,, Naila had told her parents two months ago that she was a lesbian—something her religiously conservative mother just couldn't accept.

Naila and her parents were referred to Bill Wilson Center by the school psychologist, and Naila was admitted to the shelter.

During her time at Bill Wilson Center, family counseling sessions emphasized the

importance of education. Naila came to admit that although school was a place where she felt very uncomfortable because of her sexuality, she would need to complete her high school education in order to achieve her personal goal of one day owning her own beauty salon. Her parents were extremely happy to realize that their daughter was envisioning her future and setting obtainable goals for herself.

Naila also started to attend drug and alcohol classes offered through Bill Wilson Center and made it clear to others that she was going to try her hardest to stop her use of drugs and alcohol.

Naila's sexual orientation was also discussed during family counseling sessions. The sessions enabled Naila to be able to express to her parents about her feelings of isolation from her family because of her sexual orientation. Her parents were able to understand her a bit more, and Naila began to comprehend her mother's confusion and uncertainty about how to reconcile her daughter's sexuality with her religious beliefs.

Naila stayed at Bill Wilson Center for three weeks before returning home. She attends school everyday and goes to weekly Narcotics Anonymous meetings in her neighborhood.



She and her parents are continuing family and individual counseling sessions while they work toward strengthening their relationship and communication.

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When you're a boy in the fifth grade, the biggest things on your mind should be whether you've finished all your homework, whether you have a cool notebook, and whether the cute girl in the second row knows that you kind of like her.

Ten-year old Justin's mind is on none of these trivial thoughts. Instead, he's thinking of his dad, who was killed when the two of them were in a horrific car accident on Highway 87.

Justin's Story

Justin came to the Centre for Living with Dying through referrals from firefighters and EMS personnel he met after the accident that killed his father. The first responders were familiar with the Centre because of the training courses provided by the Centre for Living with Dying's Critical Incident Stress Management (CISM) team for police, fire, paramedic, dispatch, hospital and social services personnel.

Bill Wilson Center staff and volunteers worked with Justin after the emotional trauma of the accident,

and Justin joined a support group for young children who have lost a parent. He learned to better share his thoughts and grieving process, enabling him to learn to live with his loss.

During a memorial service several months later, Justin spoke about his father.



I light this candle for my father, and for myself, and for every child who has to live with the death of a parent. Every time I miss my dad, I will light this candle for him, and it will remind me of the good memories that are always in my heart.



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