



# Bill Wilson Center

counseling • housing • education • advocacy

## Annual Report

2003-2004



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## GOVERNMENT GRANTS

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HUD - Transitional Housing  
Runaway and Homeless  
Youth - Transitional  
Housing  
Runaway and Homeless  
Youth - Basic Shelter  
Runaway and Homeless  
Youth - Street Outreach

### STATE

OCJP, Youth Sexual  
Exploitation

### COUNTY

Child Abuse Prevention  
Department of Alcohol  
and Drug Services  
Emergency Shelter  
Federal Emergency  
Management Agency  
HIV Prevention  
Independent Living Skills  
Probation  
Restorative Justice  
Status Offender Services  
Violence Prevention

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City of San Jose, CDBG  
City of San Jose,  
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City of San Jose, HNVF  
City of Santa Clara, CDBG  
City of Sunnyvale

## LETTER TO THE COMMUNITY

*Dear Friends,*

*Could we have taken on anything else this past year? I doubt it. Following our long-range plan to seek out partners to strengthen our services we began merger talks with two nonprofit agencies, Contact Cares and The Centre for Living with Dying. Contact Cares provides telephone support to individuals needing help including answering the youth crisis line, 24-7. It is a perfect fit with our crisis intervention work.*



*On the other hand, many in the community don't realize that Bill Wilson Center's counseling center provides grief support. The Centre for Living with Dying offers support to individuals and groups experiencing loss of a loved one. When we heard the Centre was in danger of closing, we reached out to offer our help.*

*By August 2004 both agencies will become part of Bill Wilson Center. We welcome the volunteers, donors, and staff members to the Bill Wilson Center family, and hope you will continue to support these vital services. We cannot do it alone.*

*New Year's Day was another surprise. A fire gutted our downtown San Jose Drop-In Center. Watching the homeless youth file by the burnt-out building I knew we had to respond quickly to continue serving these vulnerable kids. Without much thought, I committed to begin serving meals within three days. The response from the community was overwhelming and heart-felt. Numerous individuals and groups volunteered to cook and deliver meals to the Drop-In Center while we refurbished the new building. Seniors on fixed incomes to the San Jose Diocese to the Kiwanis Club donated resources to get the program back up and running. Now we have a new Drop-In Center that not only serves meals and provides case management services but also has an expanded computer lab and job resource center. Thanks to all of you for turning a tragedy into a story with a happy ending.*

*Two weeks later the Bill Wilson School, located on the Buchser Middle School campus, also was the site of a major fire. Luckily, this time the facility did not burn but sustained smoke and water damage. We relocated the school at our shelter for two weeks while repairs took place. While working on the mergers and rebuilding after the fires, we faced major funding cuts from government sources and United Way. To respond we consolidated programs and eliminated several of our prevention programs. We are not out of the woods yet. Next year promises to be another year of funding cuts while demand for our services continues to increase.*

*As always, we can't continue to respond to community needs without your support. This year will be a challenging one for us. If you have been a donor to Contact Cares or The Centre for Living with Dying, please continue to support these critical services. If you prefer that your donation be designated to a specific program, just let us know. If you are an ongoing donor of Bill Wilson Center be assured that your funds will continue to support vital services.*

*Thank you for your on-going generosity.*

*Sparky Heelan*

# Programs & Statistics

Bill Wilson Center, a non-profit, community-based agency has been serving Santa Clara County for over 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 7000 clients through its programs.

## 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:

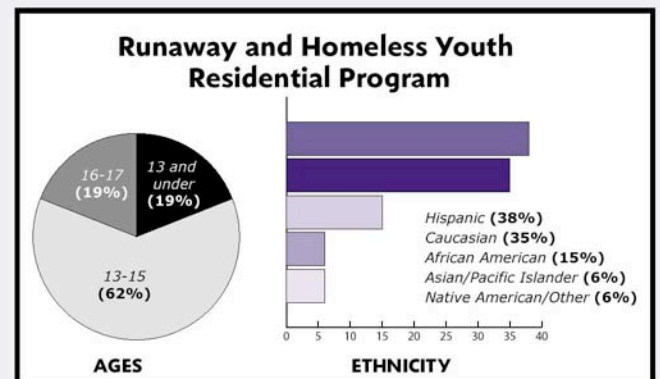
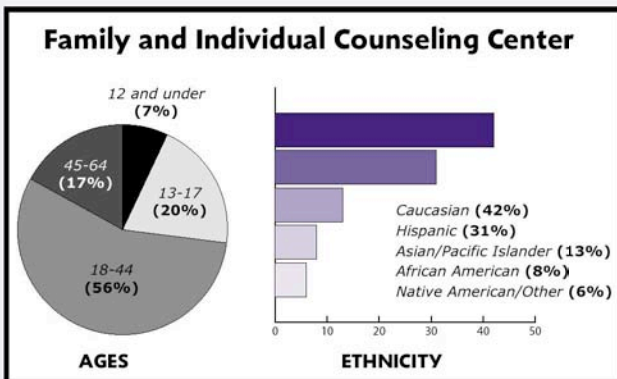
Counseling was provided to 756 people for a total of 6,317 counseling sessions – 487 couples counseling, 412 family counseling, 157 group counseling, 4,804 individual counseling and 421 consultations.

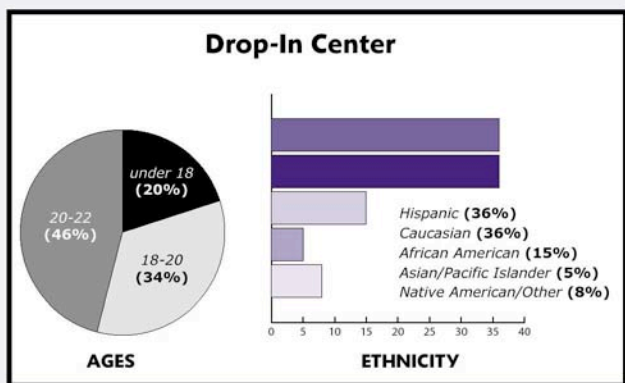
## RUNAWAY AND HOMELESS YOUTH RESIDENTIAL PROGRAM

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 243 youth, who stayed in at the Bill Wilson Center Shelter, 82% were reunited with their families. Bill Wilson Center provided 1,765 individual and family counseling sessions, 214 group sessions, 699 aftercare sessions, and 4,225 bed nights.





### PROJECT SAFE PLACE

provides a safety network for youth in San Jose by joining together businesses, schools, and nonprofit agencies.

Trained staff and volunteers 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. Together both programs strive to make the community a safe and protected place.

#### PROGRAM STATS:

There are 336 Safe Place sites; 162 youth sought and received help. Outreach contacts were made to over 11,277 youth. 247 youth participated in Safe Place

Community Outreach, a youth development and leadership component, of which 88% increased their leadership skills, and experienced a reduction of “at-risk” behavior.

### DROP-IN CENTER

in downtown San Jose helps homeless street youth, ages 12 – 22, by providing basic necessities such as food, clothing, and personal hygiene items. The program also provides more comprehensive 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 Drop-In Center is a stepping-stone to getting youth off the streets and on their way to a more stable lifestyle.

**PROGRAM STATS:** In FY 2004, 713 youth came for a meal, safety, information, counseling, and prevention information. Outreach workers made 4,693 contacts with homeless youth on the street. 75% of youth who received services decreased their risk taking behavior.

### TRANSITIONAL HOUSING PROGRAM

provides comprehensive services for homeless youth (ages 16 to 22), including young parents and their infants. The program offers housing, 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 112 youth in the transitional housing program, and 28 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:** 56% are female; 32% are Native American/Other, 23% Caucasian, 22% are Latino, 15% African American, and 7% are Asian/Pacific Islander.

### QUETZAL HOUSE

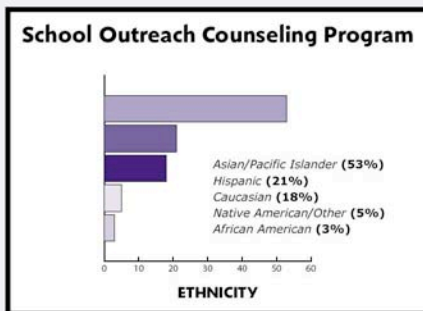
is named after the Quetzal bird, which dies when kept in captivity. Quetzal House provides a stable and nurturing environment for girls who are chronic runaways from the foster care system. The overall program goal for Quetzal House is to work with youth so that they can successfully transition to and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

**PROGRAM STATS:** 23 girls stayed an average of 94 nights each for a total of 2,169 bed nights. 80% 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. 52% are Hispanic, 22% are African American, 13% are Caucasian and 13% 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.



The School Outreach Counseling Program also offers counseling services specifically targeted to the Vietnamese community. The focus is on reducing the incidence of child abuse by providing intervention and treatment to Vietnamese youth and their families.

**PROGRAM STATS:** 460 youth received counseling services in a total of 1,369 individual and 150 group-counseling sessions.

**DEMOGRAPHICS:** 48% of participants are female; 96% are 13-17 years of age, 4% 18-44 (family members).

### 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 the streets and homeless. The ILP program focuses on job skills (resume writing, job searching, interviewing), household management (budgeting, shopping, cleaning), and interpersonal skills. The goal of ILP is to ensure youth leaving foster care have the skills necessary to live independently and maintain self-sufficiency.

#### PROGRAM STATS:

The Independent Living Skills Program served 224 youth in 552 individual and group sessions.

### PEER EDUCATION

**TRAINING** is a youth run program that provides skills training for youth. 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 71 youth this year from mainstream public schools, alternative public schools, and private schools.

### 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:

312 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; 44% are 13 and under, and 15% are 13-15; 47% are Hispanic, 33% Caucasian, 18% African American, and 2% Asian/Pacific Islander.

### PREVENTION/HEALTH EDUCATION

is a theme throughout all Bill Wilson Center programs. Youth receive education on a variety of topics including HIV/AIDS, substance abuse,

pregnancy, and violence prevention. Youth are equipped with the tools to make healthy choices for themselves.

#### PROGRAM STATS

**PREVENTION/EDUCATION** services were provided to 3,381 youth through individual and group sessions. 84% of participants improved their knowledge of conflict resolution. 74% reported improved communication skills.

**DEMOGRAPHICS:** 53% of the youth are female; 48% are Hispanic, 27% Caucasian, 14% Asian/Pacific Islander, 6% are African American, and 6% are Native American/Other.

### VOLUNTEER PROGRAM

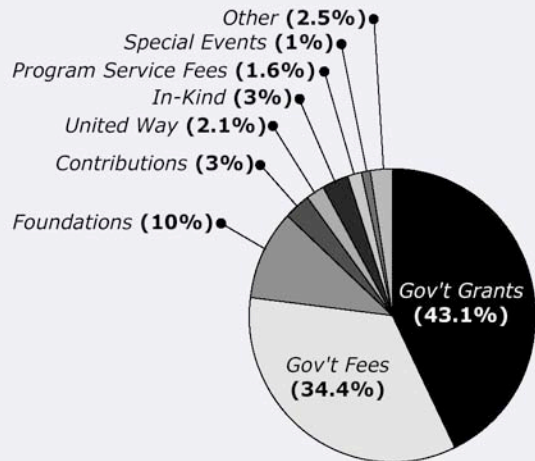
recruits, trains, and supervises volunteers to assist with programs and services. Volunteers may provide youth with an adult role model, distribute food to homeless youth, or teach a teen a new skill. Volunteers play a key role in the success of our programs.

**PROGRAM STATS:** This past year Bill Wilson Center has recruited and trained 29 new volunteers, bringing the total number of volunteers to 115, which includes 29 counseling interns.

# Financials

## Financial Statements :

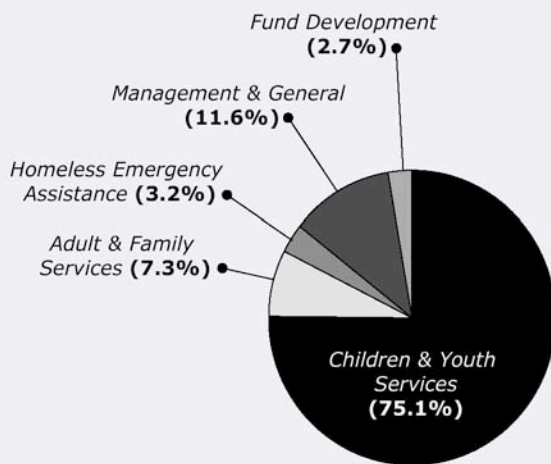
7/1/2003 — 6/30/2004



### REVENUE

Government Grants	\$2,530,833
Government Fees	\$2,022,843
Foundations	588,749
Contributions	178,616
United Way	125,657
In-Kind	177,096
Program Service Fees	95,683
Special Events	8,349
Other Income	147,186

**TOTAL REVENUES** **\$5,875,012**



### EXPENDITURES

Children and Youth Services	\$4,270,685
Adult and Family Services	415,759
Homeless Emergency Assistance	183,307
Management & General	661,918
Fund Development	152,854

**TOTAL EXPENDITURES** **\$5,684,523**

## CASEY'S STORY



Casey came to live at Quetzal House. After years of being abused at home, counselors worked with her to help her deal with the emotional scars, and to help her exit gang life and deal with her drug addiction. Casey continued to be unable to control her rage – often verbally attacking the other girls and the staff.

When a volunteer started a new Journaling and Poetry Group at Quetzal House all that began to change. The girls at Quetzal were encouraged to keep journals and to express their feelings through poetry.

At first Casey's poems were just rants, but slowly the poems truly expressed her feelings. The change in her poetry reflected the change in Casey. She was not always so angry, and she began getting better grades in school. She started volunteering her time to talk to students about her gang experiences.

Casey took a big step by reconnecting with her Mom, who started to come to Bill Wilson Center's Counseling Center. Together, Casey and her Mom went through family counseling, and for the first time since she was a little girl, Casey lived with her Mom.

She still has a passion for poetry.

## ANDREW'S STORY

Andrew felt like he was falling through the cracks as just another youth in his foster care group home. He knew he was a couple years away from aging-out of the foster care system and had none of the skills he needed to be able to make it on his own. Andrew was fortunate enough to be referred to Bill Wilson Center's Transitional Housing Placement Program Plus (THPP+). While most youth must be 18 years or older to participate in BWC's Transitional Housing Program, THPP+ enables youth who are in foster care to begin the process of becoming self-sufficient. While in THPP+ Andrew continued with school and graduated from

high school at age seventeen. Determined to go to college he immediately enrolled in San Jose City Junior College. Andrew received a lot of support from Bill Wilson Center's Independent Living Skills Program (ILP). His ILP case manager met with him regularly and helped him develop important independent living skills such as how to balance his checkbook, go grocery shopping and how to find a job. By the time Andrew turned 18 and emancipated from the foster care system he was going to college and working part-time.

After turning 18, Andrew moved to Bill Wilson Center's THP program

and continued working and going to school. He saved up money in hopes of getting his own apartment. With the help of his ILP case manager, Andrew applied for and received a scholarship which helped pay for his schooling.

Recently Andrew moved into his own apartment. He obtained his driver's license and bought a car. He continues to work part-time for a local nonprofit and plans to transfer to San Jose State next fall. With the support of his ILP and THP caseworkers, Andrew is destined to succeed.



### Bill Wilson Center

3490 The Alameda, Santa Clara, CA 95050  
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