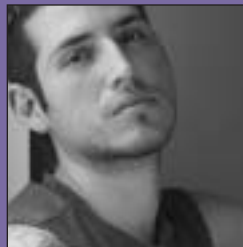




2005–2006

Annual Report



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How will all the vulnerable youth of Santa Clara County find the support they need to achieve independence, happiness, and a satisfying life?



Letter to the Community

Dear Friends,

As I write this letter, in the fall of 2006, we are just completing the final phase of a new strategic plan. As you well know, Bill Wilson Center is an excellent agency, providing a range of critically needed services to youth and families here in Santa Clara County. In our planning process, our questions were, “How can we better serve our clients?”, “Are there service gaps in the community?”, “How can we become an even better agency?”.

We took to heart the research report, “Connected by 25: Improving the Life Chances of the Country’s Most Vulnerable 14-24 Year Olds”. This report provided the research validation of something we already knew: kids in foster care, in the juvenile justice system, teens moms, homeless and runaway youth, and kids who dropout of school need more support if they are going to succeed.

Success is defined as having a safe and permanent place to live, education, meaningful employment, and a social network – other people they can count on for support, advice, caring.

Most of us have had family, friends, and adult mentors in our lives – people we can turn to as we just start out in life – people to provide that safety net when we are attending school, can’t find a job, or can’t afford housing in our area – and people who will show us how to build healthy relationships.

Our question is: How will all the vulnerable youth of Santa Clara County find the support they need to achieve independence, happiness, and a satisfying life?

Looking at the services we provide, we felt very good about the work we’re doing, but realized there was much more we could do. We need more resources to reach more youth and families. We need to bring together everyone in the community to ensure that every youth has the opportunity, the resources, and the support to succeed. As we finish our plan, you will hear more about the direction we’re taking – and how you can help.

We appreciate every volunteer, donor, and community supporter. You have helped us to be here for over 10,000 youth and families this past year. In the coming year we’ll be reaching out to you and others in our community to partner with us to make sure that each at-risk youth has a chance to have a successful life.

You are the key to success – we can’t do this alone.

With warm regards,

Sincerely yours,

Sparky Harlan





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 10,000 clients through its programs.

Programs and Statistics

Bill Wilson Center Services:

RUNAWAY AND HOMELESS YOUTH RESIDENTIAL PROGRAM offers short-term housing to youth (ages 11 - 17). Families turn to the shelter when they feel that their child is out of control, or when family conflict has created a breakdown of the family and they could benefit from a short-term separation and counseling. 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 290 youth who stayed at the Bill Wilson Center Shelter, 89% were reunited with their families. Bill Wilson Center provided 2,071 individual and family counseling sessions, 213 group sessions, 983 aftercare sessions, and 5,201 bed nights. 34 of the youth were diverted from Juvenile Hall.

Demographics: 57% of the youth are female; 6% are 12 and under, 61% are 13-15, 33% are 16-18. 42% are Hispanic, 32% Caucasian, 13% African American, 4% Asian/Pacific Islander, and 8% are Native American/Other.

DROP-IN CENTER in downtown San Jose is a community-based resource for homeless and at-risk youth, ages 13 – 24, and 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: 877 youth came for a meal, safety, information, counseling, and prevention information. Outreach workers made 3,335 contacts with homeless youth on the street. 32% of youth who received comprehensive services at the Drop-In Center exited street life.

Demographics: 59% of the youth are male; 24% are 13-17, 34% are 18-20, 26% are 21-22, and 13% are 23 and older. 42% are Hispanic, 29% are Caucasian, 18% are African American, 5% are Asian/Pacific Islander, and 6% are Native American/Other.

TRANSITIONAL HOUSING PROGRAM provides housing and support services for older, homeless youth ages 16 – 22, including parenting youth and their infants/ toddlers. The goal of the program is to place youth in permanent housing. Youth receive 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. [Transitional Housing Placement Program](#) provides similar services for youth who are still in the foster care system.

Program Stats: There were a total of 124 youth in the transitional housing program, and 35 infants and toddlers of parenting youth. 77% of the youth were able to maintain permanent housing after exiting the program.

Demographics: 66% are female; 35% are Hispanic, 23% Caucasian, 3% are Asian/Pacific Islander, 23% African American, and 15% are Native American/Other. [The Transitional Housing Placement Program](#) served 30 youth; 60% female; 20% Caucasian, 36% Hispanic, 33% African American, and 10% Native American/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 for six girls at a time, with the goal of changing the destructive behavior of the youth and reuniting them successfully with mainstream foster care.

Program Stats and Demographics: 17 girls stayed for a total of 2,117 bed nights. All Quetzal House residents are female and are between the ages of 13 and 18 years old. 41% are Hispanic, 24% are Caucasian, 29% African American and 6% are Asian/Pacific Islander /Native American/Other. 60% were able to return to their homes or to a lesser level of care.

INDEPENDENT LIVING SKILLS PROGRAM

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. The ILP program teaches skills such as how to get and keep a job, balance a checkbook, shop and keep house, and how to become productive members of the community.

Program Stats and Demographics: 200 youth between the ages of 13-23 received independent living skills training. 60% are female; 35% are Hispanic; 19% Caucasian; 8% Mixed Race/Native American/Other; 31% African American; and 7% Asian.

FAMILY AND INDIVIDUAL COUNSELING

CENTER provides low-cost, professional counseling services to individuals and families in the Santa Clara Valley. Counseling is provided 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 needed to handle any crisis they may face. **School Outreach Counseling Program** provides counseling services to students in the middle and high schools of Santa Clara Unified School District. School counseling include services that are 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: Counseling was provided to 1,072 people for a total of 4,773 counseling sessions – 508 couples counseling, 562 family counseling, 43 parenting group sessions, 473 individual counseling and 29 consultations. **School Outreach Counseling** provided services to 415 youth in 1,564 individual and 108 group sessions. 84% reported reduced family conflict.

Demographics: 60% of clients are female; 9% are 12 and under, 22% are 13-17, 47% are 18-44, 21% are 45 and older. 44% are Caucasian, 33% Hispanic, 7% Asian Pacific Islander, 8% are African American, and 8% are Native American/Other. 48% of school outreach participants are female; 27% are under 12, 64% are over 12; 54% are Asian/Pacific Islander, 22% Hispanic, 17% Caucasian, 3% Native American/Other, and 3% are African American.

CENTRE FOR LIVING WITH DYING provides emotional support to adults and children facing life-threatening illness or the trauma of having a loved one die. Grief is a natural part of most people's lives, however bereaved individuals can suffer elevated risks of depression, anxiety and other psychiatric disorders, physical complaints and infections. Those who are coping 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. In FY06, 12,657 individuals were served through grief counseling groups, community/school interventions, training, outreach, and CISM.

CONTACT CARES provides objective listening, caring involvement, and information and referrals on 24-hour crisis lines to help meet the wide range of needs in the human community. The Contact Cares program has been listening to Silicon Valley for over 30 years. The 24-hour multi-purpose helpline is staffed by trained volunteers who answered a total of 17,848 calls in FY06.

Other Programs:

- **RESTORATIVE JUSTICE PROGRAMS** in San Jose provide first time offenders an alternative to incarceration. 479 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 over 352 Safe Place sites maintained by Bill Wilson Center. 101 youth sought help through Safe Place. Safe Place Community Outreach trained 121 youth in leadership skills
- **PARA LAS FAMILIAS VISITATION CENTER** provides supervised visitation designed to lessen impact of separation on child and family. 65 adults and 82 children were able to visit in supervised visits.



Programs at Work

Centre for Living with Dying Saves a Life

Trained as a paramedic, Jonas was dreaming of a career as a firefighter. When he was stopped for driving under the influence, he felt he had lost his career and shamed his family. The family was devastated when Jonas committed suicide. His father, a fire captain, knew of the work of the Centre for Living with Dying and sought out help to cope with the loss. The Centre provided individual and family support to his parents and siblings, as well as Critical Incident Stress debriefing for his coworkers and friends in the emergency response professions.

Because of this support the father was able to set up an education and training program for firefighters, helping them identify people with suicidal risk, as well as tools for survival in coping with grief after suicide. This is a major innovation in the fire service, as many departments promote an attitude of 'Deal with it yourself; it's just part of the job'.

At the Centre's last Light of Lights Candlelighting Ceremony, these family members were our keynote speakers, and gave hope to others facing grief. They are helping to break the 'conspiracy of silence' that often happens after suicide. In sharing their story, they have encouraged others to provide support for others facing the loss of a loved one through suicide.

A Home for Sunu

Sunu came to this country when she was 10. Her life was almost unbearable. Her parents didn't let her go to school until she was in the 6th grade. Her home life was unthinkable. Other children would make fun of her tattered clothing and her dirty appearance. One of the best days of her life was when one of her school friends told her 6th grade English teacher that Sunu was being hurt at home. Her English teacher made the child abuse report.

At age 12, Sunu entered the foster care system. She was lucky, as she lived in one foster home for 5 years, where she learned to speak English. At age seventeen she was the first applicant accepted into the Transitional Housing Placement Program (THPP) at Bill Wilson Center.

On Sunu's 18th birthday, she aged out of the foster care system and THPP, but she was ready as she had a support system. Bill Wilson Center's THPP case manager had been working with Sunu to find housing and the other support she would need.

Sunu found a room to rent in a home near her community college. Sunu was determined to succeed. She transferred to UC Santa Cruz and recently earned her Bachelors degree in accounting. She is now working full-time in her field.

A Shelter Success

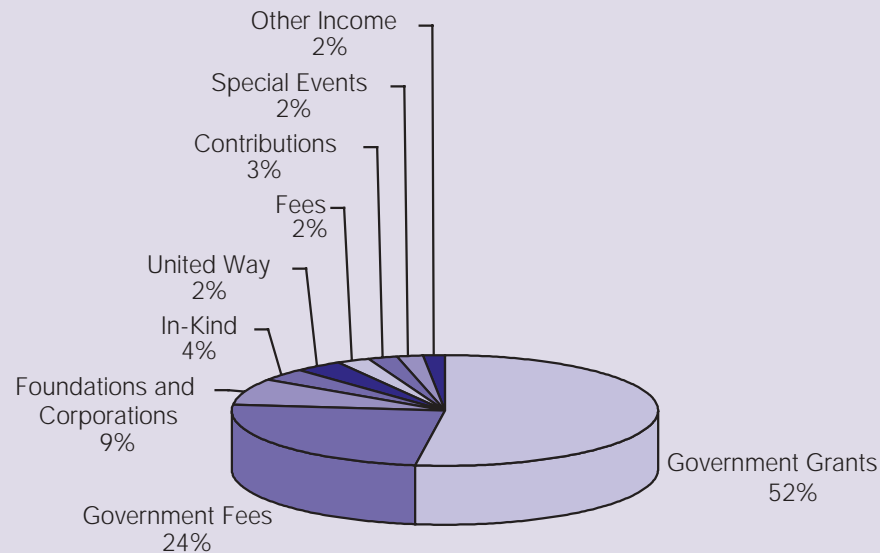
Nineteen years old and the mother of a young baby, Teresa was using drugs and alcohol and was about to lose her housing. A friend who had used the services of the Bill Wilson Center's Drop-In Center (DIC) suggested Teresa drop by for a free meal.

Teresa was losing the ability to make safe decisions for herself and her baby. The case managers of the Drop-In Center moved quickly to develop a trusting relationship with Teresa and were able to talk frankly with her about the risk of losing custody of her child. Teresa loved her daughter and began to see that she needed help. Teresa entrusted her daughter to relatives while she took steps to stabilize her life. With the support of her DIC case manager, she went into treatment and stopped using drugs and alcohol. She enrolled in a community college and began to come to Bill Wilson Center's "Sister Circle" parenting group – she really wanted to be a good mom to her daughter. Teresa was also referred to affordable housing for her and her child.

Teresa has turned her life around, and her case manager was pleased to write her a letter of support during her custody battle. Teresa has a safe place to live, custody of her daughter, childcare, and has recently obtained a job. As a single parent, her life won't be easy, but she is committed to continuing to learn and make changes in her life.

And she knows that she can always call us.

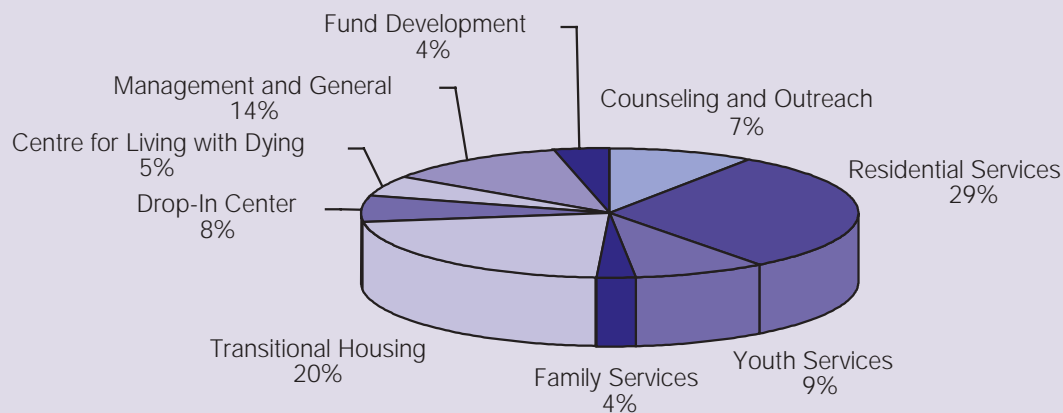
Financials July 1, 2004 - June 30, 2005



INCOME

Category	Amount	Percentage
Contributions	175,807	2.6
In-kind	252,858	3.8
Special Events, net	154,679	2.3
Foundations and Corporations	569,240	8.5
United Way	149,558	2.2
Government grants	3,461,906	51.9
Government fees	1,611,990	24.2
Fees for service	167,834	2.5
Other income	128,028	1.9
TOTAL	\$6,671,900	

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EXPENSES

Category	Amount	Percentage
Counseling and Outreach Services	461,052	6.9
Residential Services	1,936,369	29.1
Youth Services	570,967	8.6
Family Services	265,365	4.0
Transitional Housing	1,366,988	20.5
Drop-In Center	507,940	7.6
Centre for Living with Dying	362,036	5.4
Management and General	918,921	13.8
Fund Development	267,141	4.0
TOTAL	\$6,656,779	

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