

# ALUM ROCK COUNSELING CENTER 2016 – 2017 ANNUAL REPORT

## Alum Rock Counseling Center

Alum Rock Counseling Center (ARCC) was founded in 1974 to address the academic, social and mental health needs of the at-risk youth and families living in the extremely high-need area of East San José. Due to the lack of linguistically sensitive and culturally appropriate practitioners and services, many of the predominantly Spanish-speaking individuals in the region were “falling through the cracks” of the legal, educational, and health systems into lives of poverty, academic failure, illness, incarceration, addiction & victimization. ARCC’s goal then, much as it is today, is to provide culturally sensitive counseling and support services to keep youth throughout Santa Clara County safe, in school and drug and violence free.

Last year, ARCC served over 3,700 youth and families, through 13 different behavioral health and support programs in partnership with over 50 local schools and over a dozen other community-based organizations and government agencies.



### Andy’s Story

*In the early fall of 2016 Andy was quickly becoming infamous around his school as “that kid”. “That kid” who wasn’t going to class at all. “That kid” who wouldn’t leave the office, even for recess or lunch. “That kid” who came from a new school and wouldn’t stop crying or speak with anyone, often needing to be picked up by his mom in the middle of the day. Empathy amongst the school staff slowly turned into pity, which then quickly transformed into anger and confusion at the situation at hand.*

*After a thorough assessment by ARCC’s Prevention & Early Intervention program staff, it was immediately clear that Andy had a diagnosis of Post-Traumatic Stress Disorder (PTSD) due to previously witnessing domestic violence against his mom. Although they both are safe now, Andy (like many PTSD kids) wanted to stay close to his mom in an attempt to keep her safe, just in case. Therapy with Andy began with educating his parents and school staff about PTSD. Together they coordinated a plan for Andy to start attending school in increasing time increments, eventually leading to a full day’s participation. The clinician helped Andy to trust in the safety of the therapeutic space. They worked together to understand and name feelings, incorporate body movement exercises to be holistically present in sessions, and develop techniques for Andy to fight feelings of anxiety/panic. By the end of treatment, Andy was attending class throughout the entire day. His teachers reported that he had many friends in the class, was voluntarily participating in class activities and was doing well academically. Like thousands of other youth supported by ARCC each year, Andy’s future is now much brighter and has great potential for success.*

*\* Names have been changed to protect clients identity.*



## IMPACT

### PREVENTION & EARLY INTERVENTION PROGRAM (ages 6-18)

- **88% of youth demonstrated reduced severity of mental health conditions and needs, including attachment disorders, grief reactions, mood/regulatory problems, conduct disorders, anxiety, depression, and post-traumatic disorder.**

### STATUS OFFENDER SERVICES PROGRAM (ages 6-17)

- **80% of youth with actionable needs did not penetrate further into the juvenile justice system**

### FIRST 5 PROGRAM (ages 0-5)

- **90% of families demonstrated improvement in support (e.g., financial & social resources, housing, and involvement with care).**
- **75% of youth demonstrated improvement in overall social-emotional functioning.**

### OUTPATIENT PROGRAM (ages 6-21)

- **75% of youth demonstrated improvement in risk behaviors, including self-care, danger to harm self, and behavior towards others.**
- **70% of youth demonstrated improvement in moods and emotions.**

### SCHOOL LINKED SERVICES (students K-12)

- **80% of youth demonstrated improvement in school achievement.**
- **73% of youth with actionable needs demonstrated improvement in family functioning.**

### OCALA MENTORING & SUPPORT SERVICES (ages 11-14)

- **100% of 8th graders, who were enrolled for all three years of the program graduated from middle school.**
- **30% earned a place on the honor roll.**

# PROGRAM & SERVICES HIGHLIGHTS

## MISSION:

*To deliver a full complement of behavioral health services to youth, their families and individuals in the neighborhoods we serve throughout Santa Clara County. We do so with a deep commitment to respect and reflect the cultural and linguistic diversity of our clients. Partnerships are essential to our success, and we will continue to build lasting connections with local schools, mental and physical healthcare systems and other providers.*

## VISION:

We envision thriving neighborhoods that are safe; neighborhoods that truly celebrate cultural diversity. Our children will be eager and ready to become lifelong learners. Our families will be healthy – physically, mentally and emotionally – and provided with a network of support services to fully meet their needs. Our community will be a place where individuality is appreciated and everyone is encouraged to reach their full potential.

## AREAS OF IMPACT

### ARCC will work to ensure that:

1. Our youth and families have resources for overcoming behavioral health concerns including substance use and mental health challenges.
2. All of our kids are kindergarten ready.
3. Our youth graduate from middle school, high school and beyond.
4. Our youth and families are free from involvement with the justice and/or social services systems.
5. Our homes, schools and neighborhoods are safe – free of violence and dangerous behaviors.

## CLIENTS SERVED BY AGE

0 to 5 – 16%  
6 to 12 – 45%  
13 to 18 – 32%  
19 to 25 – 1%  
26 and older – 6%



## WE SPEAK THEIR LANGUAGE

79% of our direct service staff identifies as bilingual, allowing our staff to directly support almost every client without the need for interpretation services



## PROMOTING THRIVING NEIGHBORHOODS

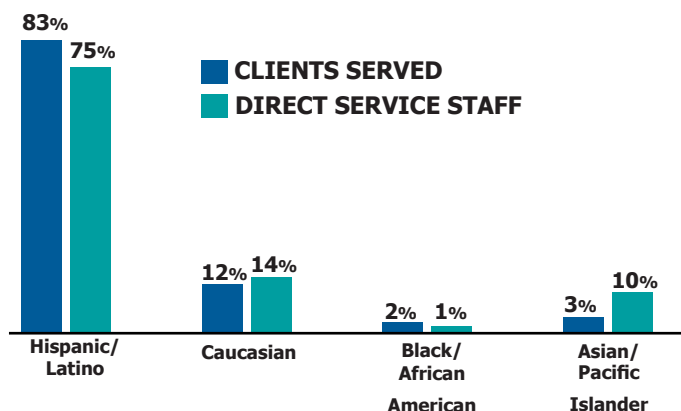
High Risk Zip Codes Served  
95111 – 9%  
95116 – 21%  
95122 – 17%  
95127 – 16%  
Other – 37%

During FY2016-2017, ARCC provided services to over 3,700 youth and their families in Santa Clara County.

## WE REFLECT THE COMMUNITY WE SERVE.

ARCC's staff is culturally diverse and reflective of the communities we serve, an intentional result of our hiring practices. Nearly half of our staff (and several members of our Board) live in the high risk zip codes we support. Shared life experience – coming from a low-income family, being a first generation immigrant, raised by a single parent, recovering from substance abuse - provides our practitioners with special empathy and insight when working with our youth and families.

**FY17-18 Ethnicities of Clients and Direct Service Staff**



# FINANCIALS

## STATEMENT OF FINANCIAL POSITION

| ASSETS                      | 2015-2016          | 2016-2017          |
|-----------------------------|--------------------|--------------------|
| Cash                        | \$650,608          | \$3,118,437        |
| Grants Receivable           | \$2,120,864        | \$377,461          |
| Pledge Receivable           | \$6,588            | \$4,570            |
| Prepaid Expenses            | \$71,802           | \$48,452           |
| <b>TOTAL CURRENT ASSETS</b> | <b>\$2,849,862</b> | <b>\$3,548,920</b> |
| Equipment, Net              | \$7,478            | \$4,583            |
| Deposits                    | \$22,097           | \$22,597           |
| <b>TOTAL ASSETS</b>         | <b>\$2,879,437</b> | <b>\$2,879,437</b> |

## LIABILITIES

|                             |                    |                    |
|-----------------------------|--------------------|--------------------|
| Accounts Payable            | \$142,823          | \$116,769          |
| Grants Payable              | \$1,072,944        | \$1,924,859        |
| Accrued Salaries / Vacation | \$593,812          | \$473,478          |
| <b>TOTAL LIABILITIES</b>    | <b>\$1,809,579</b> | <b>\$2,515,106</b> |

## NET ASSETS

|                        |           |             |
|------------------------|-----------|-------------|
| Unrestricted           | \$991,525 | \$1,060,994 |
| Temporarily Restricted | \$78,333  |             |
| Permanently Restricted | -         |             |

**TOTAL NET ASSETS \$1,069,858 \$1,060,994**

**TOTAL LIABILITIES AND NET ASSETS \$2,879,437 \$3,576,100**

## STATEMENT OF FINANCIAL ACTIVITIES

| SUPPORT & REVENUE                | 2015-2016          | 2016-2017          |
|----------------------------------|--------------------|--------------------|
| Contributions                    | \$9,414            | \$7,879            |
| Special Events                   | \$48,023           | \$46,040           |
| Foundation/Corporate Grants      | \$246,989          | \$81,922           |
| United Way (Indirect)            | \$9,940            | \$2,327            |
| <b>TOTAL SUPPORT</b>             | <b>\$314,366</b>   | <b>\$138,168</b>   |
| Government Contracts/fees        | \$7,364,146        | \$7,097,926        |
| Interest Income                  | \$83               | \$8                |
| Miscellaneous Income             | \$395              | \$68               |
| <b>TOTAL REVENUE</b>             | <b>\$7,364,624</b> | <b>\$7,098,002</b> |
| <b>TOTAL SUPPORT AND REVENUE</b> | <b>\$7,678,990</b> | <b>\$7,236,170</b> |

## EXPENSES

|                               |                    |                    |
|-------------------------------|--------------------|--------------------|
| Program Services              |                    |                    |
| Counseling                    | \$1,883,335        | \$2,271,674        |
| Crisis                        | \$2,760,321        | \$2,055,121        |
| Prevention & Education        | \$2,166,644        | \$1,922,942        |
| <b>TOTAL PROGRAM SERVICES</b> | <b>\$6,810,300</b> | <b>\$6,249,737</b> |

## Support Services

|                               |                  |                  |
|-------------------------------|------------------|------------------|
| Management & General          | \$696,610        | \$913,403        |
| Fund Development              | \$102,627        | \$54,025         |
| Special Events                | \$15,925         | \$27,869         |
| <b>TOTAL SUPPORT SERVICES</b> | <b>\$815,162</b> | <b>\$995,297</b> |

**TOTAL EXPENSES \$7,625,462 \$7,245,034**  
**NET INCOME (LOSS) \$53,528 \$(8,864)**



# DONORS

## We Appreciate Your Generous Spirit!

ARCC would like to extend its deepest gratitude to our 2016-17 fiscal year donors for helping to make possible our critical, life-transforming work with youth and families. We could not do what we do without your support!

### Individuals

#### \$2,500 and over

Avalon Bay Communities, Inc.  
Ernie & Cindy Cortes  
Girish & Datta Shah  
Scott & Carrie Whelton

#### \$1,000 - \$2,499

Anna Cruz & Frank Collazo  
Ella Gayle Hamlin Foundation  
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Patricia Chiapellone

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Dusan Djukich

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Sparky Harlan

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Dean McCully & Lisa Bickford

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Erin O'Brien

Masood Qazi

Mark Stark & Kathleen King

Amari Thomas

#### \$100 - \$249

AACI

Momentum for Mental Health

Donna Chun Ching

Michelle Coufal

Norma Flores

Mary Ellen Fox & Michael E. Fox

Family Foundation

Dave Geissberger & Alison

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Veronica Goei

Michael Greco

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Daniel Gutierrez & Laura Poncia

Larry Hanville

Sherry Holm

Darcie Kiyon

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Kelley-Lafranconi

Maddy Lightman

Cristina Llamas

Miguel Marquez

Anthony Miley

Martina Miller

Maria Nicolacoudis

Nancy Pena

Raul Salamanca

Carlos & Angel Solis

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Cisco Systems, Inc.

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Foundation for Hispanic Education

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Hispanic Foundation of Silicon

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Intel Corporation

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The Health Trust

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