Alum Rock Counseling Center

Year in Review 2022

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@AlumRockCounselingCenter ARCC
Looking Back & Looking Ahead

It has been a long (almost) three years for most of us. Years filled with tragedies and triumphs, tremendous progress and devastating setbacks, and the process of seeking recovery and rebuilding a sense of stability and hope. This has been especially true for the families and communities whom Alum Rock Counseling Center (ARCC) serves. During the height of the pandemic and shelter-in-place, many of ARCC’s day-to-day operations looked differently than they had in years past. What remained the same was our staff’s unyielding commitment to show up for our youth and families in their time of greatest need, as well as our families’ courage and resilience in the face of it all.

Here’s how ARCC pivoted during the past few years:

- When schools shut down, then gradually reopened, ARCC served parents and children via “telehealth” (phone, Facetime, Zoom, whatever worked)
- Like almost all businesses, with some exception, we learned to “work from home”. ARCC was already familiar with remote work as most of our staff already work in schools, visit homes, or meet “in the community” using mobile laptops and cell phones.
- We met basic needs: We were selected by a number of partner organizations to help distribute emergency financial aid to 102 families who lost income.
- Our annual fundraising event pivoted to 2 different virtual events, each year helping us to meet our fundraising goals during a challenging time.
- Our annual holiday toy event pivoted from a location based toy giveaway, to volunteer led shopping and gift wrapping events, with staff personally delivering holiday toys to client families.
- We collaborated with our government contract partners, to make sure that our staffing capacity was kept reasonably stable in anticipation of the present high demand for service.
- We prepared for renovation of our clinic (now underway), which will more efficiently and effectively serve our clients.

We appreciate your partnership with ARCC. Whether via financial donation, contribution of time via volunteering, or making vital connections with others who want to assist, we appreciate you. Moreover, the 6,000 kids we serve annually and their families appreciate all you do, in large or small ways, in contributing to ARCC’s Mission: “To heal families and inspire youth to reach their full potential”.

We are grateful for your belief in the work of ARCC, and your care for our kids and families. Thank You!

Steve Eckert, LCSW
Chief Executive Officer
Who We Are...

Guiding Principles

Leading with Compassion & Empathy
We honor and hold with mindfulness the traumas and struggles of our colleagues and those we serve, and meet youth and families where they feel safe — culturally, linguistically, and physically — including in their homes, schools & out in the community.

Demonstrating a Culture of Service & Care
We show up for our youth, families and one another, with kind hearts, good spirit and a genuine desire to help.

Nurturing Hopes & Strengths
We aim to empower and uplift youth and families, by focusing on their strengths and tapping into their unique visions and possibilities for their futures.

Rooted in Community
Our service providers often come from and are committed to giving back to communities who face barriers in accessing quality care, with a focus on Latinx youth & families in our founding region of East San Jose.

Mission
To heal families and inspire youth to reach their full potential.

Vision
Communities where help and support services are accessible and prosperity is possible.

Values
- Integrity
- Helping Others
- Respect
- Diversity
- Quality Work

Board of Directors
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Board Chair
Joaquin Portugal
Board Treasurer
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Secretary

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Loc Chau
Chief Financial Officer
Veronica Gamboa
Chief Operating Officer
Stacy Dryer
Chief Development and Communications Officer
Celina Chun
Director Community Services Unit
Michelle Coufal
Director of Quality Improvement
Linda Franklin
HR Director
Alma Martinez
Clinical Program Director
Vicky Tamashiro
Clinical Director

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Tom McGovern
Sue Nelson
Jose Luis Rueda
Tom Smith
Ernest T. Yamane

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**Parent Advocate Program (PA):** Supporting parents in the child welfare system in successfully reunifying with their children.

**ARCC Counseling Internship Program:** Preparing tomorrow’s mental health practitioners to better understand and support the special needs of the high-risk youth and families we serve, including hands-on experience in homes, in schools, in clinics, one-on-one, and in group settings.

**allcove™:** allcove™ is developing an innovative network of integrated youth mental health centers designed with, by and for youth that reduce stigma, embrace mental wellness, increase community connection and provide access to culturally responsive services. allcove centers welcome young people ages 12 to 25, providing a unique space for them to access a range of services including mental health, physical health with an emphasis on sexual reproductive health, substance use, peer support, family support & supported education & employment services. ARCC staff currently provide peer support specialist services, supported education and employment services for allcove Palo Alto.

**Downtown Youth Wellness Center (DYWC):** The Downtown Youth Wellness Center (DYWC) in San Jose is a safe and welcoming center that serves “all” youth ages 12-25, helping them navigate and access services across systems. The DYWC provides space for activities and learning, and a place to socialize and just “be”. Services include peer support & mentoring, social activities, psychoeducational activities, employment & education support, linkage to medical and clinical support, and behavioral health (same day access).

**Cultural Broker (CB) Program:** Providing culturally and linguistically sensitive, resources, education & support for at-risk, Latinx children and families, cultural brokers facilitate communication and understanding between families, the Department of Family and Children Services (DFCS), and Juvenile Probation Department (JPD).
In their own words:
What youth find most helpful about ARCC’s programs

“I AM GRATEFUL MY COUNSELOR BELIEVES ME IN ME WHEN OTHERS DON’T.”

“My counselor taught me breathing exercises that help me calm down when I feel frustrated.”

“I love how caring & supportive all of the ARCC staff are.”

“I learned how to cope with stress.”

“I learned to acknowledge my mistakes and hurtful behaviors, and I learned it’s important to apologize when I hurt someone.”

“Through this program, I had to get comfortable with a little bit of discomfort, and learn how to express myself.”

“I learned to believe in myself.”

“I love being part of a group and feeling like I belong”

“I found my voice & how to stand up for myself.”

“I like having a place to dump my mind free – a place where someone is always rooting for me.”

Changing Lives & Creating Possibility

Through a Wide Array of Prevention & Early Intervention Services, ARCC Keeps Youth Safe, In School, and Drug and Violence Free

In FY22, ARCC Supported:

• 240 caregivers of young children (age 0-5) in high risk circumstances such as pregnant teens/parenting teens, immigrant/monolingual caregivers, and low-income families
• 324 youth and their families at high risk for mental illness and associated academic failure
• 2251 students at risk for substance use, delinquency, and/or school failure/dropout.

Through a Variety of Programs Offering Therapeutic Counseling, Advocacy & Peer Specialist Services, ARCC Provides Hope, Guidance, and New Beginnings

In FY22, ARCC Served:

• 269 youth with serious emotional disorders
• 149 youth & caregivers seeking culturally sensitive guidance in navigating an open case through the Department of Family & Children Services or the Juvenile Probation Department
• 499 youth & young adults via an innovative network of integrated youth mental health centers designed with, by and for youth

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What Your Dollars Support

• **$50** provides youth with incentives for achieving a 3.0 or better GPA, improving their communication with family/friends, and/or reaching other program goals

• **$100** covers the cost of a gift card at the holidays to allow parents to buy a gift for their child or purchase basic needs items for their family such as diapers, food, or clothes.

• **$250** supports a month of healthy snacks for parents participating in Strengthening Families workshops or students participating in Substance Use Prevention Life Skills classes

• **$500** sponsors 10 students on a day-long field trip to Great America or San Francisco Zoo to keep them engaged in positive healthy activities during the summer months

• A gift of **$1000** provides all of that & more!

Teach me. Believe in me.

Mentor me!

The Middle School Mentoring and Support Program at Ocala STEAM Academy in East San Jose is seeking caring, committed adult volunteers to mentor youth!

チン TIME COMMITMENT: チン

One Year
6 Hours a Month (Mentors can provide Virtual, Hybrid or In Person Mentoring)
Submit Monthly Report Online

チン SAFETY REQUIREMENTS: チン

Must be at Least 18 Years of Age
Application with References
DOJ Fingerprinting (Reimbursable $10)
DMV Online Record (Reimbursable $2)*
IntelliCorp Background Check
Proof of Driver’s License*
Proof of Auto Insurance*
TB Test

*mentors are required to drive their mentee

FOR MORE INFORMATION OR TO SIGN UP CONTACT:
Celina Chun | mentors@alumrockcc.org
www.alumrockcc.org | 408.910.0446

MENTORS help their mentees seek out positive role models and safe recreational activities. They help youth realize their full potential and influence them to make healthier choices that lead to physical, social and emotional wellness. Sign up today!