

Alum Rock Counseling Center

Year in Review 2022



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Alum Rock Counseling Center



@AlumRockCounselingCenter ARCC

The good spirit and faces of ARCC's youth and families



**Photo Credit to Jerry Wang (ProEvent Photography), Christine Shea, Chris Park, Jose Luis Rueda & Alexandrea Cervantes.*

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

Board of Directors

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Joaquin Portugal

Board Treasurer

Susan Ledezma

Secretary

Board Members

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*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

Who We Are...

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.*



Alum Rock Counseling Center

Values

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

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.

Board of Advisors

Alexandrea Cervantes

Vaibhav Chidrewar

Ernie Cortes

Dean McCully

Tom McGovern

Sue Nelson

Jose Luis Rueda

Tom Smith

Ernest T. Yamane

ARCC PROGRAMS

Outpatient Services (OP): A clinic-based program serving youth with serious emotional disorders, including mood, severe anxiety, history of depression, and trauma-based disorders.

Therapeutic Behavioral Services (TBS): An adjunct service that supports children who are at risk of moving to a higher level of care and/or being hospitalized because of their behavioral issues.

Ocala Mentoring Program (OMP): Empowering youth ages 11 - 14 to improve their futures through mentoring, academic support, 1:1 case management, life skills training (including communication, decision-making & resisting drugs/alcohol) and pro-social engagement in their communities.



School-Linked Services (SLS) and Social Emotional Academic Services (SEAS): Supporting K-12 students through a combination of risk assessment, individual and family therapy, development of healthy coping skills & social skills, crisis intervention and case management. Services are delivered in schools as well as community settings.

Truancy Abatement Services (TABS): Removing barriers to school attendance by providing case management, life skills classes, school-based counseling, and parent engagement meetings.

FIRST 5 Program: Providing early childhood support services to children 0 - 5 and their families/caregivers, including home visits, therapeutic services and parent coaching & education.

Prevention & Early Intervention Program (PEI): Serving youth (ages 6-17) in East and Central San José in partnership with the Santa Clara County Department of Mental Health and designated school districts. PEI offers parent workshops, social skills building classes, behavioral interventions, resource linkage, individual and family therapy, community-based and school-based services, and strengthening families groups.

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.

ARCC PROGRAMS

Downtown Youth Wellness Center (DYWC): The Downtown Youth Wellness Center (DWYC) 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).





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

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."

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!

🕒 TIME COMMITMENT:

One Year

6 Hours a Month (Mentors can provide Virtual, Hybrid or In Person Mentoring)

Submit Monthly Report Online

✓ SAFETY REQUIREMENTS:

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



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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!