

# Alum Rock Counseling Center 2019 – 2020 ANNUAL REPORT



Alum Rock Counseling Center

Dear Friends,


As you can imagine, the 2019-20 fiscal year brought many challenges and opportunities to Alum Rock Counseling Center (ARCC). **We are growing:** We served 12,133 children, youth and families last fiscal year, which is an increase from the 10,200 clients we served in the previous fiscal year

**We are evolving:** Santa Clara County Behavioral Health Services Department selected ARCC to provide "Peer Support" staffing and coordinate the "Community Consortium" (an advisory board comprised of community leaders) for the two innovative "allcove" drop in one-stop-shops in Palo Alto and San Jose for youth ages 12-25. These first-in-the-nation programs in collaboration with Stanford University will ultimately serve 1,000 youth annually with enrichment activities, behavioral health, primary care, employment and academic assistance.

**We pivoted:** With COVID 19 Shelter-In-Place orders, ARCC services that were once provided in client homes, in schools, and in our clinic are now provided via "telehealth" (Zoom, Facetime, etc.). We also quickly and successfully pivoted our 2019 Annual Fundraising Luncheon, honoring Super Role Model Senator Jim Beall via Zoom this past spring.

We thank all of our board, staff and community supporters who help bring ARCC's mission to life, as we heal families and inspire youth to reach their full potential.

Sincerely,

  
Steve Eckert, CEO



  
Marcos Herrera, Board Chair



## In the Words of ARCC's Youth and Families

*"Working with my counselor, I learned that no matter what you go through there will be a way out; no matter how bad it has been, there's always been something positive that came out of it...Now I feel like I have hope. I want to do the same for others, to help them in the same or different ways, and to help the community."*

– SOS client, trauma survivor, age 17



*"I am grateful that I can be for my daughter the mother I never had"*

– Mother, First5 Program



*"During a time of confusion and loneliness, I joined the Ocala Mentoring Program. The ARCC staff began supporting not only me but my whole family. My mother received the assurance that I was in a safe and caring environment and my brother began receiving counseling services at the ARCC clinic. My counselor helped me understand things better, discover the potential in myself and teach me what I needed to do to succeed"*

– Mentoring Program Graduate

## IMPACT

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

- 88% of families who needed support in communication & developing a better relationship with their child were able to successfully develop a loving relationship and include the child in activities
- 93% of youth with social-emotional needs demonstrated improvement in overall social-emotional functioning

### SOCIAL EMOTIONAL ACADEMIC SERVICES (ages 6-21)

- 86% of students with moderate or severe school behavior issues demonstrated improvement to behaving well or with only minor problems

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

- 65% of youth demonstrated reduced severity of mental health conditions, including attachment disorders, conduct disorders, anxiety, depression & post-traumatic disorder

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

- 75% of youth with school achievement challenges, including failing some or most classes for an extended time, improved to doing well or adequately

### MIDDLE SCHOOL MENTORING & SUPPORT (ages 11-14)

- 100% of participating students had no suspensions
- 42% earned a place on the honor roll

### OUTPATIENT PROGRAM (ages 6-21)

- 100% of youth who demonstrated unsafe behaviors (e.g., suicide risk, aggression towards others, activities potentially causing physical harm/death) improved in all need areas

### SUBSTANCE USE PREVENTION SERVICES

- 86% of respondents reported that they learned how to support and protect themselves when around someone who uses substances

# WHO WE ARE & WHOM WE SERVE

## MISSION:

The mission of Alum Rock Counseling Center (ARCC) is to heal families and inspire youth to reach their full potential. ARCC's 13 behavioral health and educational support programs target youth and families who often are trapped in unhealthy, multigenerational cycles of trauma, school failure, and poverty. By providing therapeutic care, tools and information, the agency's overarching goals are to interrupt these vicious cycles, heal family wounds, and keep high-risk youth safe, in school, and drug & violence free.

## VISION:

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

## AREAS OF IMPACT

ARCC works 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 – 6%*  
*6 to 12 – 56%*  
*13 to 18 – 31%*  
*19 to 25 – 2%*  
*26 and older – 5%*



## TYPES OF SERVICES PROVIDED

*Individual & Family Counseling*  
*Youth Mentoring*  
*Life Skills Classes*  
*School-Linked Services*  
*24/7 Crisis Response*  
*Substance Use Prevention*  
*Parent Training & Support*  
*Extra-Curricular/ After School Activities*  
*Family Reunification*

## ISSUES FACED BY CLIENTS

*Anxiety/ Depression – 32%*  
*Disruptive, Emotional & Behavioral Disorders – 21%*  
*Trauma and Stressor-Related Disorders – 14%*  
*Neurodevelopmental/ Developmental Disorders – 5%*  
*Other/Unspecified – 28%*



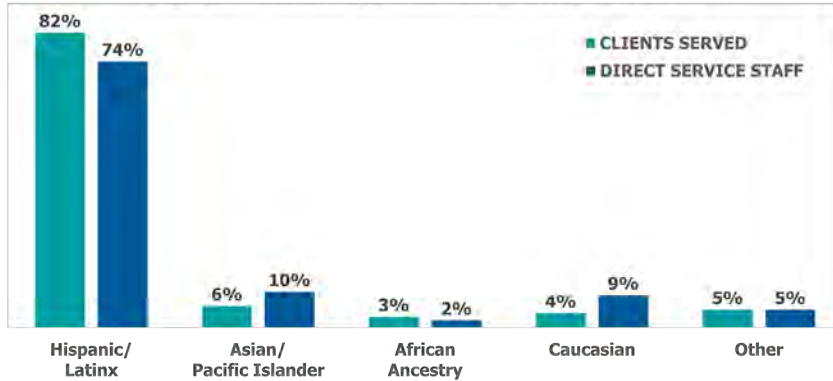
During FY2019-2020, ARCC provided services to over 12,000 youth and families in Santa Clara County, with 60% of clients living in the high-risk zip codes of 95111, 95116, 95122 and 95127 in East San Jose.

## 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. Overall, 82% of ARCC's direct service staff is ethnically diverse and 74% are bilingual. Additionally, many practitioners have lived through the types of experiences their clients are working to overcome. This shared life experience – coming from a low-income family, being a first generation immigrant, raised by a single parent, recovering from substance abuse – helps build a sense of trust almost immediately, facilitating therapeutic progress and positive outcomes.



FY 19-20 Ethnicities of Clients and Direct Service Staff



## FINANCIALS

### STATEMENT OF FINANCIAL POSITION

ASSETS	2019-2020	2018-2019
Cash	\$4,027,145	\$2,468,741
Accounts Receivable	\$1,475,924	\$1,856,442
Pledge Receivable	\$26,465	\$71,230
Prepaid Expenses	\$77,538	\$81,168
<b>TOTAL CURRENT ASSETS</b>	<b>\$5,607,072</b>	<b>\$4,477,581</b>
Equipment, Net	\$19,115	\$6,500
Deposits	\$22,597	\$22,597
<b>TOTAL ASSETS</b>	<b>\$5,648,784</b>	<b>\$4,506,678</b>
<b>LIABILITIES</b>		
Accounts Payable and Accrued Expenses	\$77,974	\$113,998
Accrued Contingency Reserve	\$2,427,057	\$2,756,720
Paycheck Protection Program Loan Payable	\$1,410,000	0.00
County Bridge Reimbursements Payable	512,706	0.00
Accrued Salaries / Vacation	\$584,423	\$545,322
<b>TOTAL LIABILITIES</b>	<b>\$5,012,160</b>	<b>\$3,416,040</b>
<b>NET ASSETS</b>		
Without Donor Restrictions	\$481,544	\$985,444
With Donor Restrictions	\$155,080	\$105,194
<b>TOTAL NET ASSETS**</b>	<b>\$636,624</b>	<b>\$1,090,638</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$5,648,784</b>	<b>\$4,506,678</b>

### STATEMENT OF FINANCIAL ACTIVITIES

SUPPORT & REVENUE	2019-2020	2018-2019
Contributions	\$100,537	\$65,190
Special Events	\$57,685	\$54,882
Foundation/Corporate Grants	\$205,775	\$280,000
United Way (Indirect)	\$902	\$1,672
<b>TOTAL SUPPORT</b>	<b>\$364,899</b>	<b>\$401,744</b>
Government Contracts/fees	\$7,152,861	\$7,597,363
Interest Income	\$16,793	\$22,536
Miscellaneous Income		\$1,532
<b>TOTAL REVENUE</b>	<b>\$7,169,654</b>	<b>\$7,621,431</b>
<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$7,534,553</b>	<b>\$8,023,175</b>
<b>EXPENSES</b>		
Program Services		
Counseling	\$2,589,476	\$2,693,466
Crisis	\$1,709,700	\$1,782,960
Prevention & Education	\$2,305,975	\$2,275,960
<b>TOTAL PROGRAM SERVICES</b>	<b>\$6,605,151</b>	<b>\$6,752,386</b>
Support Services		
Management & General	\$1,181,686	\$1,096,568
Fund Development	\$195,225	\$159,179
Special Events	\$6,505	\$20,228
<b>TOTAL SUPPORT SERVICES</b>	<b>\$1,383,416</b>	<b>\$1,275,975</b>
<b>TOTAL EXPENSES</b>	<b>\$7,988,567</b>	<b>\$8,028,361</b>
<b>NET INCOME (LOSS)**</b>	<b>\$(454,014)</b>	<b>\$(5,186)</b>

\*\*NOTE: We expect our PPP Loan proceeds to fully cover the reduction in net assets this year, and, with this coverage, pro forma total net assets at the end of June 30, 2020 should approximate \$1M.

# DONORS

*We Appreciate Your Generous Spirit!*

ARCC would like to extend its deepest gratitude to the below donors who supported us from July 1, 2019 to June 30, 2020. Our critical, life-transforming work with youth and families would not be possible without your support!

## Financial Donors

### \$50,000-\$100,000+

Kaiser Permanente Northern CA Community Benefit Program

### \$25,000-\$49,999

Destination Home

Leo M. Shortino Family Foundation

San Jose Mercury News Wish Book Fund

Silicon Valley Community Foundation

Stevens Family Fund

### \$10,000-\$24,999

Anonymous

Adobe Employee Community Fund

Comerica Bank, Wealth Management

Warmenhoven Family Foundation

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### \$5,000-\$9,999

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

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LinkedIn Matching Gifts

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Joaquin & Patricia Portugal

Santa Clara Family Health Plan

Swenson Builders

TeamLogic IT

Uplift Family Services

Jennie Vasquez-Morse

"In memory of late husband

Robert Daniel Morse"

Michael Wright

Yap Family Charitable Fund

Year Up

### \$500-\$999

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Angel & Alexander Kelly

Thomas & Sheila McGovern

Nonprofits Insurance Alliance

(NIA) - The Gilbert Fund

Diane Offutt

Silicon Valley Democratic Club

United Way Bay Area

Scott & Carrie Whelton

### Under \$500

Anonymous

Tamara Alvarado

Amazon Smile

Apple Matching Program

Talila Baron

Neha Bhambhani

Stanley Boghosian

Graham Bowen- Davies

Dana Bunnett

Clorox Matching

Edward and Carole Cobb

Jimmy Connor

Dave & Pattie Cortese

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### Inkind Donors

Aloft Sunnyvale

Amici's East Coast Pizzeria

Applebee's

Boulder Creek Golf and Country Club

Byington Winery & Vinyard  
Cake4Kids

Cheesecake Factory

Children's Discovery Museum  
of San Jose

Concannon Vineyard

Costanoa Lodge and Camp  
Golfland USA

Guglielmo Winery

Happy Hollow Park and Zoo

Hiller Aviation Museum

Hobee's California Restaurants

J. Lohr Vineyards and Wines

PEJU Province Winery

Pump It Up

Roaring Camp Railroads

San Jose Museum of Art

Santa Clara County Parks &  
Recreation Department

Savannah Chanelle Vineyards

SF MOMA

Symphony Silicon Valley

### 2019 Toy Giveaway - Inkind Support

24 Hour Fitness

143 Photo Booths

Alum Rock Business Network

California Stylin'

Catering for All Occasions

Family Giving Tree

Friendship Hall

Griffin Protection Services/Onyx

Knight Sounds

Maida Design

Open Bible Faith Community  
Church

San Jose Barracuda

San Jose Forklift

Sharks Foundation

Silicon Valley Democratic Club

St. Thomas of Canterbury

Catholic Church

Starbucks

Toys for Tots

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