

ALUM ROCK COUNSELING CENTER

FY 20-21 Annual Report, CEO Message



Alum Rock Counseling Center

Dear ARCC Friends,

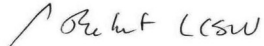
We thank you for your ongoing interest and support for and with Alum Rock Counseling Center (ARCC), particularly during this challenging time as our world continues to cope with the COVID-19 Pandemic. ARCC quickly pivoted our services last year, and we have continued to operate and provide services primarily remotely. Some of our changes in response to remote work included:

1. We meet with clients and participants via telehealth (I.e Facetime, Zoom), or outside in the community
2. We expanded outreach including making videos of our services
3. We worked with our government funding partners to protect the staffing capacity we have, as there may be a tsunami of referrals when the pandemic subsides due to increased behavioral health needs
4. We were awarded \$62,000 to directly distribute to families in need of direct financial assistance due to the impact of COVID on their own incomes. This helped 49 families to pay rent, buy groceries, etc.

This is who we are: ARCC adapts quickly to serve the needs of our community, usually one child or family at a time, holding their hearts, helping them grow. It is an honor that our kids and families open their hearts with us, and allow us to support their healing from trauma and inspire them to reach their full potential.

Thank you for your part in helping ARCC help our community.

Sincerely,


Steve Eckert, CEO



In the Words of ARCC's Youth and Families

"When I started working with my counselor, I was getting bad grades, fighting all the time with my mom, and was angry a lot. At first I didn't want to go to counseling, but my counselor made it easy to trust her. She was never judgmental and she helped me understand my feelings. She taught me better ways to deal with my anger and how to ask for help when I need it. My mom and I communicate a lot better now, and we solve things as a family."

– PEI client, trauma survivor, age 15



"I previously lost custody of my son due to substance use and creating an unsafe home environment. With the support of my parent advocate, I learned about my faults and how to fix them. I learned to be a dad that my son is counting on. And I just finished one semester at Mission College and earned 16 credits with all A's. I am grateful to ARCC for helping me get my life and my family back."

– Father, Parent Advocate Program



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**

SOCIAL EMOTIONAL ACADEMIC SERVICES (ages 6-21)

- **100% 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)

- **75% 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)

- **82% 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 8th graders, who were enrolled for all three years of the program graduated from middle school**
- **40% earned a place on the honor roll**

OUTPATIENT PROGRAM (ages 6-21)

- **93% of youth who demonstrated unsafe behaviors (e.g., suicide risk, aggression towards others, activities potentially causing physical harm/death) improved in all areas of need**
- **75% of youth demonstrated improvement in family relationships, creating positive and stable family functioning in the home**

SUBSTANCE USE PREVENTION SERVICES

- **76% 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 - 5%
6 to 12 - 33%
13 to 18 - 57%
19 to 25 - 1%
26 and older - 4%



TYPES OF SERVICES PROVIDED

Individual & Family Counseling
Youth Mentoring
Life Skills Classes
School-Linked Services
Trauma Recovery & Support
Substance Use Prevention
Parent Training & Support
Extra-Curricular/ After School Activities
Family Reunification

ISSUES FACED BY CLIENTS

Anxiety/ Depression - 32%
Disruptive, Emotional, & Behavioral Disorders - 16%
Trauma & Stressor-Related Disorders - 16%
Neurodevelopmental/ Developmental Disorders - 8%
Other/Unspecified - 28%



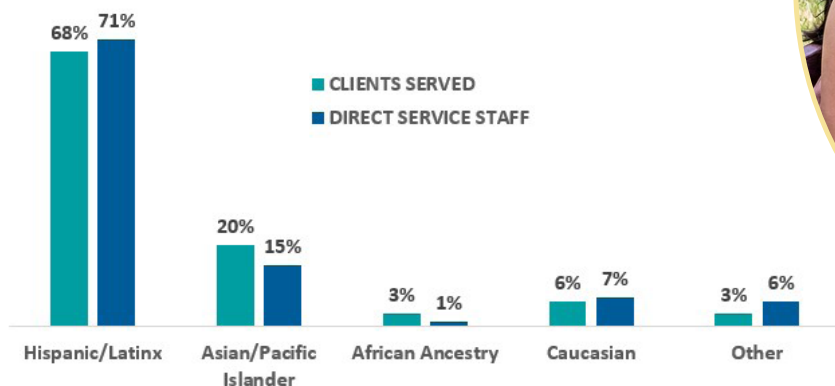
During FY2020-2021, ARCC provided services to over 6,000 youth and families in Santa Clara County, with 54% of clients living in the high-risk zip codes of 95111, 95116, 95122 and 95127 in East San Jose.

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, 87% of ARCC's direct service staff is ethnically diverse and 65% 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 20-21 Ethnicities of Clients and Direct Service Staff



FINANCIALS

STATEMENT OF FINANCIAL ACTIVITIES

SUPPORT & REVENUE

	FY21 2020-2021	FY20 2019-2020
Contributions	96,201	100,149
Contributions (In-Kind)	0	0
Foundation/Corporate Grants	403,094	207,065
Special Events (Net)	0	51,180
Forgiveness of Paycheck Protection Program Loans	0	0
Program Service Fees	5,156,890	7,152,861
Interest Income	3,944	16,793
Loss on Disposal of Property and Equipment	0	-6,500
TOTAL SUPPORT AND REVENUE	\$5,660,129	\$7,521,548

FUNCTIONAL EXPENSES

Program Services		
Counseling	2,682,647	2,593,361
Prevention and Education	2,856,870	2,302,809
Crisis	574,100	1,712,173
Total Program Services	6,113,617	6,608,343
Supporting Services		
Management and General	1,229,319	1,208,313
Fundraising	160,811	158,906
Total Supporting Services	1,390,130	1,367,219
TOTAL FUNCTIONAL EXPENSES	\$7,503,747	\$7,975,562
Change in Net (Deficit) Assets	-\$1,843,618*	-\$454,014*

*This does not represent a true deficit. ARCC received Santa Clara County Bridge cost reimbursement funds during this COVID period. We are working with the county now to reconcile with our financial data.

DONORS

We Appreciate Your Generous Spirit!

ARCC would like to extend its deepest gratitude to the below donors who supported us from July 1, 2020 to June 30, 2021. Thank you for helping to make possible our critical, life-transforming work with youth and families, especially during such a challenging time. We could not do what we do without your support.

\$25,000+

Kaiser Permanente - South Bay
Public Affairs
Richard Lavenstein
Leo M. Shortino Foundation
Sierra Health Foundation
Silicon Valley Community
Foundation

\$10,000 - \$24,999

Adobe Employee Community
Fund
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Sharks Foundation
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Wilson-Dalzell Family
Foundation

\$5,000 - \$9,999

Adobe Matching
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\$2,500 - \$4,999

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\$1,000 - \$2,499

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Chenglong Zhang

\$500 - \$999

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Michael Wright
Liang Yan
Hong Ye

\$250 - \$499

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Enoch Tam
Vicky Tamashiro
Wei Tang
Erica Torres
Paulyne Townsend
Jon & Sharon Wada
Doug & Kathy Wilson

\$100-\$249

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Wenchao Zheng
Joe Zhou
Dantong Zhu

Every attempt has been made to ensure the accuracy of this list. If you notice any errors or omissions, please let us know by contacting us at development@alumrockcc.org or 408.294.0500.

