

# Alum Rock Counseling Center

## 2021-22 Annual Report



Address:

1245 E. Santa Clara St,  
San Jose, CA 95116

Phone: 408.294.0500  
Email: [info@alumrockcc.org](mailto:info@alumrockcc.org)  
[www.alumrockcc.org](http://www.alumrockcc.org)



Alum Rock Counseling Center



@AlumRockCounselingCenter ARCC

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



## Looking Back & Looking Ahead



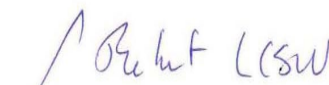
It has been a long two years for most of us. Years filled with tragedies and triumphs, tremendous progress and devastating setbacks, and the process of seeking recovery and rebuilding a sense of stability and hope. This has been especially true for the families and communities whom Alum Rock Counseling 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

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

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*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**

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# 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 (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).



# Financials

## STATEMENT OF FINANCIAL ACTIVITIES

	FY22 2021-2022	FY21 2020-2021
<b>SUPPORT &amp; REVENUE</b>		
Contributions	68,681	96,201
Contributions (In-Kind)	86,350	0
Foundation/Corporate Grants	413,379	403,094
Special Events (Net)	47,926	0
Forgiveness of Paycheck Protection Program Loans	2,685,700	0
Program Service Fees	5,736,326	5,156,890
Interest Income	2,415	3,944
Loss on Disposal of Property and Equipment	0	0
<b>Total Support &amp; Revenue</b>	<b>\$9,040,777</b>	<b>\$5,660,129</b>
<b>FUNCTIONAL EXPENSES</b>		
Program Services		
Counseling	5,026,802	2,682,647
Prevention and Education	1,559,213	2,856,870
Crisis	0	574,100
Total Program Services	6,586,015	6,113,617
Supporting Services		
Management and General	1,372,436	1,229,319
Fundraising	296,011	160,811
Total Supporting Services	1,668,447	1,390,130
<b>TOTAL FUNCTIONAL EXPENSES</b>	<b>\$8,254,462</b>	<b>\$7,503,747</b>
<b>Change in Net (Deficit) Assets</b>	<b>\$786,315</b>	<b>-\$1,843,618*</b>

\*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.

Here's your chance  
to build brighter tomorrows...



Scan here to make  
your gift to ARCC!





## 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
- 3180 youth & families in need of guidance, resources, referrals and/or skills training on how & where to access culturally relevant counseling, healthcare & basic needs support

## 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."*

# DONORS

*We appreciate your spirit of giving!*

ARCC would like to extend its deep appreciation to the below donors who supported us from July 1, 2021 to June 30, 2022. Thank you for believing in the work we do and helping our youth and families to heal, especially during such a challenging time. We could not do what we do without your support!

## Financial Donors

### \$50,000+

Santa Clara Family Health Plan  
Sierra Health Foundation

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

Gordon and Betty Moore Foundation  
Kaiser Permanente - South Bay Public Affairs  
Leo M. Shortino Foundation

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

Sharks Foundation  
Warmenhoven Family Foundation

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

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

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## Inkind Donors

Juan Bardmess & Yvette Coronado  
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Cakes4Kids  
John & Jill Carr (San Jose Forklift)  
Matthew & Yeny Coronado  
Family Giving Tree  
Marva Maida (Maida Design)  
Dean McCully  
Natalie Rohfritsch  
Vicky Tamashiro  
Ernest Yamane

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](mailto:development@alumrockcc.org) or 408.294.0500.