



2004-2005

# Annual Report



COUNSELING • HOUSING • EDUCATION • ADVOCACY

**BILL WILSON CENTER**

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July 1, 2004 - June 30, 2005

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Youth, Street Outreach  
Runaway and Homeless  
Youth, Transitional  
Housing

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## Letter to the Community



### Dear Friends,

Mergers seemed to be the center of change here at Bill Wilson Center this year. Both Contact Cares and The Centre for Living with Dying became programs of Bill Wilson Center in an effort to stabilize their services for the community. Both of these formerly independent agencies were about to close their doors.

Small agencies are finding it harder to generate the funds they need to maintain their services. They don't have the time to plan improvements to their programs or network with other service providers to share information and continue to generate referrals. Board members, volunteers, and donors develop donor fatigue – how many times a year can you ask the same people to help you keep the wolf from blowing down your house?

Contact Cares became a part of Bill Wilson Center on the first day of the new fiscal year, July 1, 2004. Contact has been providing telephone crisis support for over 30 years. Callers range from a teenager who needs information about drug abuse, to an isolated senior citizen who needs someone to talk to, to an unemployed mom who doesn't know where to go for help, to the person who is suicidal. Bill Wilson Center had worked collaboratively with Contact for many years; ensuring that their services continued was essential.

The Centre for Living with Dying has been providing grief support, critical incident stress management for first responders, and work targeted to children and youth who are trying to deal with grief and loss. When a crisis occurs at a school or in the community, volunteers and staff provide the support and coping strategies. People who are facing the death of a family member or friend find solace in individual or group counseling. Unresolved grief creates the potential for long-term mental health issues. For years we had referred people to The Centre and their staff to Bill Wilson Center as our services were complementary.

We've worked hard to not only stabilize but also begin expanding these programs to meet the community need for these services. As the year ended we received notification of funding for a new phone line, Centre Cares, which provides immediate assistance and referrals for people who are infected or affected by HIV/AIDS. The Centre staff are now full-time again, and we've been able to increase the number of volunteers for both programs.

As always, we are searching for funding for all of our programs. We are very grateful to all our funders: individuals, corporations, government, foundations, and community groups. Donations create an interwoven fabric of financial support - each component dependent on the other. Some of our funding requires a community match, so each dollar that is donated is important.

This was our first year of our fund raising luncheon, Building Dreams, which was very well attended. It was a wonderful opportunity to reach out into the community and let people know more about what we do, and, of course, how they can help. We are very grateful to everyone who helped make this event a success.

Whether you are a donor, volunteer, or community friend, you contribute to our ability to help the people in crisis who turn to us when their problems become overwhelming. Thank you.

Sincerely yours,

*Sparky Harlan*



## Programs and Statistics

Bill Wilson Center, a non-profit, community-based agency has been serving Santa Clara County for over 30 years. Bill Wilson Center's mission is to support and strengthen the community by serving youth and families through counseling, housing, education, and advocacy. Each year Bill Wilson Center serves over 10,000 clients through its programs.

### Bill Wilson Center Services Include:

**RUNAWAY AND HOMELESS YOUTH RESIDENTIAL PROGRAM** offers short-term housing to youth (ages 11 - 17). Families turn to the shelter when they feel that their child is out of control, or when family conflict has created a breakdown of the family and they could benefit from a short-term separation and counseling. Through intensive individual, group and family counseling the program strives to reunite families whenever possible, prevent future problems, and to stabilize the lives of youth to keep them safe.



*Program Stats:* Of the 229 youth who stayed at the Bill Wilson Center Shelter, 72% were reunited with their families. Bill Wilson Center provided 1,861 individual and family counseling sessions, 296 group sessions, 680 aftercare sessions, and 4,407 bed nights. 90% of youth referred to the Shelter from probation had not further law violations after 90 days.

*Demographics:* 56% of the youth are female; 2% are 12 and under, 47% are 13-15, 51% are 16-18. 47% are Hispanic, 29% Caucasian, 14% African American, 7% Asian/Pacific Islander, and 3% are Native American/Other.

**DROP-IN CENTER** in downtown San Jose is a community-based resource for homeless and at-risk youth, ages 13 - 22, and provides basic necessities such as food, clothing, and personal hygiene items, as well as comprehensive services including counseling, living skills training, job readiness training, housing assistance, health education (including HIV prevention), and links to other community services. The Drop-In Center is a stepping-stone to getting youth off the streets and on their way to a more stable life.

*Program Stats:* In FY 2004, 691 youth came for a meal, safety, information, counseling, and prevention information. Outreach workers made 4,184 contacts with homeless youth on the street. 64% of youth who came to the Drop-In Center received employment services.

*Demographics:* 60% of the youth are male; 23% are 13-17, and 77% are 18 and older. 37% are Hispanic, 34% are

Caucasian, 18% are African American, 6% are Asian/Pacific Islander, and 5% are Native American/Other.

**TRANSITIONAL HOUSING PROGRAM** provides housing and support services for older, homeless youth ages 16 - 22, including parenting youth and their infants/toddlers. The goal of the program is to place youth in permanent housing. Youth receive case management services, individual and group counseling, educational and employment services, and independent living skills training. Parenting teens receive parenting training and assistance with childcare to prepare them for employment. [Transitional Housing Placement Program](#) provides similar services for youth who are still in the foster care system.

*Program Stats:* There were a total of 125 youth in the transitional housing program, and 36 infants and toddlers of parenting youth.

*Demographics:* 66% are female; 28% are Hispanic, 23% Caucasian, 12% are Asian/Pacific Islander, 20% African American, and 17% are Native American/Other.

**QUETZAL HOUSE** is named after the Quetzal bird, which dies when kept in captivity. Quetzal House is a six-bed, short-term group home for girls ages 13 - 17 who are chronic runaways from the foster care system. Quetzal provides counseling and support in a home-like setting for six girls at a time, with the goal of changing the destructive behavior of the youth and reuniting them successfully with mainstream foster care.



*Program Stats and Demographics:* 29 girls stayed for a total of 2,098 bed nights. All Quetzal House residents are female and are between the ages of 13 and 18 years old. 59% are Hispanic, 17% are Caucasian, 17% African American and 3% are Native American/Other, and 3% are Asian/Pacific Islander.

**INDEPENDENT LIVING SKILLS PROGRAM** teaches youth in foster care the skills they need to become self-sufficient. Youth who are raised in group homes or foster care “age out” of the system at 18 regardless of whether they have a job, money, or the skills needed to be independent. The ILP program teaches skills such as how to get and keep a job, balance a checkbook, shop and keep house, and how to become productive members of the community.

*Program Stats and Demographics:* 205 youth between the ages of 13-23 received independent living skills training. 57% are male; 38% are Hispanic; 20% Caucasian; 21% Mixed Race/Native American/Other; 16% Black; and 5% Asian.

**FAMILY AND INDIVIDUAL COUNSELING CENTER** provides low-cost, professional counseling services to individuals and families in the Santa Clara Valley. Counseling

is provided for families, children, couples, and individual adults who may be experiencing a wide variety of mental health problems. The focus of the program is to help individuals develop the skills and confidence needed to handle any crisis they may face. **School Outreach Counseling Program** provides counseling services to students in the middle and high schools of Santa Clara Unified School District. School counseling include services that are specifically targeted to the Vietnamese community. The focus is on reducing the incidence of child abuse by providing intervention and treatment to Vietnamese youth and their families.

*Program Stats:* Counseling was provided to 846 people for a total of 4,548 counseling sessions – 510 couples counseling, 465 family counseling, 40 parenting group sessions, 473 individual counseling and 29 consultations. School Outreach Counseling provided services to 402 youth in 1,529 individual and 232 group sessions.

*Demographics:* 65% of clients are female; 12% are 12 and under, 21% are 13-17, 39% are 18-40, 24% are 40-55, and 4% are 55 and older. 46% are Caucasian, 34% Hispanic, 11% Asian Pacific Islander, 6% are African American, and 3% are Native American/Other. 51% of school outreach participants are female; 98% are 17 and under, 2% are 18-44 (family members); 55% are Asian/Pacific Islander, 20% Hispanic, 17% Caucasian, 4% Native American/Other, and 4% are African American.

**CENTRE FOR LIVING WITH DYING** provides emotional support to adults and children facing life-threatening illness or the trauma of having a loved one die. Grief is a natural part of most people’s lives, however bereaved individuals can suffer elevated risks of depression, anxiety and other psychiatric disorders, physical complaints and infections. Those who are coping with grief are given

tools for coping with loss and trauma through individual counseling or grief groups. The Centre also provides crisis intervention services and broad based education on grief and loss to those in the community whose professions touch death and illness, including emergency and safety personnel, medical personnel, and school personnel. In FY05, 18,534 individuals were served through grief counseling groups, community/school interventions, training, outreach, and CISM.

**CONTACT CARES** provides objective listening, caring involvement, and information and referrals on 24-hour crisis lines to help meet the wide range of needs in the human community. The Contact Cares program has been listening to Silicon Valley for over 30 years. The 24-hour multi-purpose helpline is staffed by trained volunteers who answered a total of 19,944 calls in FY05.

### Other programs include:

- Restorative Justice Programs in San Jose provide first time offenders an alternative to incarceration and/or citation by the local police and/or probation department. In FY05, 874 youth between the ages of 12 and 17 were served.
- Safe Place and Safe Place Community Outreach provides thousands of children and youth in the community with information on how to access the over 340 Safe Place sites maintained by Bill Wilson Center. Safe Place Community Outreach trained 144 youth in leadership skills.
- Peer Education Training recruits, trains, and supervises high school age youth who provide prevention services, mentoring, and tutoring. In FY05, 47 youth were trained.
- Para Las Familias Visitation Center provides supervised visitation designed to lessen impact of separation on child and family. Since the program started in March 2005 until July 2005, 170 supervised visits were conducted.





## Programs at Work

### A Shelter Success

Darin came to the shelter to get away from his abusive mother. Darin had been in counseling several times before and was resistant to help. But while at Bill Wilson Center, Darin surprised both himself and his counselor by finally opening up.

Darin began to talk about his childhood. Two of his mom's boyfriends had physically abused him and his siblings. Both Darin's parents were substance abusers. Darin was extremely angry with his mother for not protecting him.

While he was at Bill Wilson Center, Darin began to behave differently. He would walk away when angry, and not argue back if another youth initiated an argument. Darin attended Independent Living Skills workshops and got a part-time job. He attended school daily and began catching up on his credits.

Unfortunately, Darin was not able to go home, but he moved into Bill Wilson Center's Transitional Housing Placement Program where he is currently finishing school.

For his first time ever, Darin has goals for his future and is confident that he can be successful.



### Centre for Living with Dying Saves a Life

Carla was a vibrant 16-year-old girl who was a promising figure skater. She was involved in student government and various clubs. One day, as Carla was practicing her skating routine, she suddenly collapsed. Carla's heart had stopped beating, and paramedics were unable to revive her.

The staff at Carla's high school knew that her death would be a shock to the students and called the Centre for Living With Dying, a program of Bill Wilson Center, for help. Centre staff and volunteers went to each classroom and talked to the students about how to work through their feelings. They let each student know that if they needed someone to talk to, help was there for them.

A few days later, staff from the Centre held a large assembly for all students as a memorial ceremony for Carla. At the end of the ceremony Mark, a student who had been close friends with Carla since grade school, handed a note to a Centre staff member and said, "Here, I won't need this anymore."

It was a suicide note.

Mark said, "You have taught me that there are better ways for me to grieve over the loss of Carla. I realize now that suicide is not the answer."

### A Home for Julie

Julie, who is developmentally challenged, was given up for adoption by her birth mother. Because she was never adopted, she grew up in foster care, bouncing from home to home. The day Julie turned 18, she was discharged from the system with no place to go. She ended up on the streets.

With no one to rely on, Julie found comfort in relationships with men. She went from boyfriend to boyfriend. Men found it easy to take advantage of Julie and were often abusive. As soon as Julie felt she was safe and had a place to live, her boyfriend would kick her out, back onto the streets.

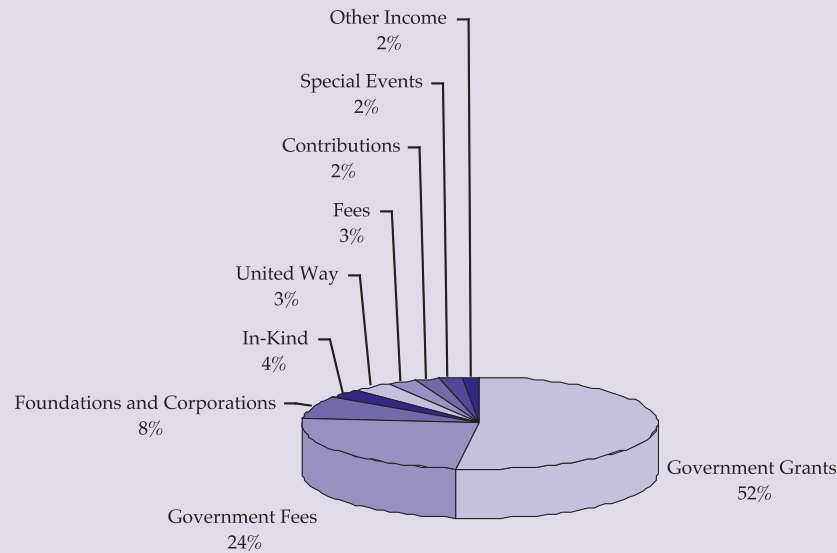
Julie had been living on and off the streets for two years before she finally came to Bill Wilson Center's Drop-In Center. She started coming almost every day, getting food and warm clothing. One day Julie came in and was covered with bruises. She confessed to the staff that her boyfriend had beaten her.

After talking it through with her case manager, Julie agreed to seek help. She was referred to a women's shelter where she received temporary shelter and a safe place from any further abuse. Julie was eventually reunited with one of her previous foster care families who offered to take her in.

Julie is still living with her former foster family and is receiving treatment for her disability. She is no longer a victim of abusive and is thriving in a nurturing and safe environment.

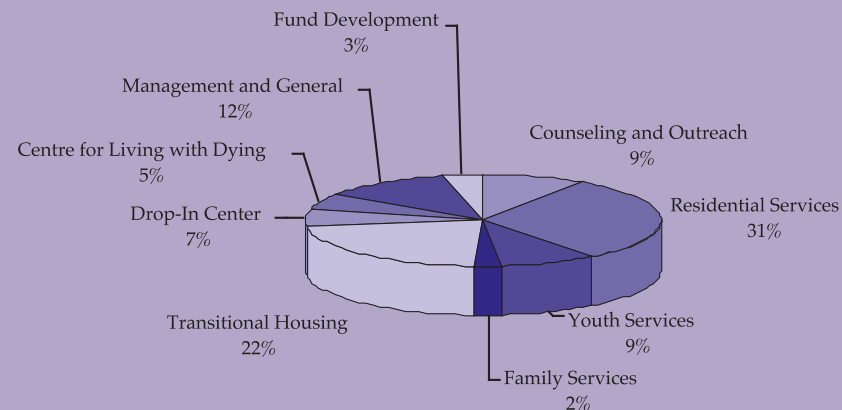
# Financials

July 1, 2004 - June 30, 2005



## INCOME

Category	Amount	Percentage
Government Grants	\$3,259,191	52.3
Government Fees	1,520,625	24.4
Foundations and Corporations	487,143	7.8
In-Kind	222,020	3.6
United Way	213,368	3.4
Fees	164,305	2.6
Contributions	134,927	2.2
Special Events	128,713	2.1
Other Income	99,253	1.6
<b>TOTAL</b>	<b>\$6,229,545.00</b>	



## EXPENSES

Counseling and Outreach	\$586,435	9.4
Residential Services	1,891,201	30.4
Youth Services	535,190	8.6
Family Services	145,594	2.3
Transitional Housing	1,367,975	22.
Drop-In Center	413,557	6.6
Centre for Living with Dying	324,907	5.2
Management and General	746,860	12.
Fund Development	217,897	3.5
<b>TOTAL</b>	<b>\$6,229,616.00</b>	

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