



# Bill Wilson Center

2011 -2012 Annual Report



After five years in the making, Peacock Commons officially launched in April. There are now forty-seven youth and sixteen children residing at Peacock Commons. This includes six mentors who live onsite and serve as role models for the residents.

While we can't require that Peacock Commons residents participate in the various support services we offer, we are pleased to see a high level of participation by residents. Weekly groups are held on topics such as Relationship Building, Parenting, and Job Readiness. Computer classes are offered to build skills in Microsoft Office and soon, we will begin onsite GED classes. Although Peacock Commons is permanent housing, our goal is to prepare residents for prosperous careers so that as they become successful, they transition into housing outside of Peacock Commons.

During our Open House in April, the Board of Directors surprised our CEO Sparky Harlan by naming the community room Sparky's Place to honor her thirty years of service to Bill Wilson Center. Sparky's Place provides a large common space for residents to gather for workshops and activities such as holiday parties, cooking classes and art activities. A special thank

# Launch Of PEACOCK COMMONS

you goes out to all those who joined us for the Open House and brought gifts of household items and cleaning supplies.

The most rewarding aspect of opening Peacock Commons has been the feedback from residents who say how much it means to finally have a place to call home – a place where they feel comfortable and safe.



Since Peacock Commons is such a unique program, we are tracking our successes and lessons learned carefully so we can share with other organizations nationwide. The project couldn't have been accomplished without the help of the Cities of Santa Clara, San Jose, and Sunnyvale, Santa Clara County CDBG, CALHFA-MHSA, The Housing Trust, HUD: Economic Development Initiative, Corporation for Supportive Housing, Opportunity Fund and the Sobrato Foundation.

## Letter from Sparky ...

This year I was honored to be recognized by the White House as one of 13 Champions of Change for my work with helping end youth homelessness in Silicon Valley. In receiving the award, Bill Wilson Center was cited for its outstanding continuum of care from street outreach to long-term supportive housing for mentally ill homeless young adults. The White House also cited our work with keeping families together whenever possible.

We constantly review our outcomes and look for ways to improve our performance. Not one program fits all kids. Not one "best practice" works in all communities. We constantly add or adapt services to meet emerging needs.

This year we added two programs addressing the varying needs of homeless youth and families:

- The 12-bed Transitional Age Youth (TAY) Inn opened in December 2011 and provides short-term housing, intensive case management, mental health services and substance abuse treatment for homeless transition age youth who have serious mental health diagnoses. This innovative program is run by all peers and is funded by State Prop 63.
- The 28 unit apartment, Peacock Commons, opened in May 2012 and provides long-term supportive housing for homeless youth (ages 18-25) who need longer term care than our transitional programs provide. By offering long-term support services, independent living skills training, and mentoring we help these youth achieve successful lives. A unique feature is the inclusion on-site of six low-income counselors (who qualify for subsidized housing) who serve as role models.

Every year we serve hundreds of runaway and homeless youth through our Drop-In Center, housing sites, and mental health programs. This year I am particularly proud of the fact that 100% of the graduates from our Transitional Housing Placement Program for foster youth ages 16-18 left with a high school diploma! We have a successful track record of reunifying youth with their families, helping youth to deal with the root causes of their homelessness, and supporting them in building the skills they need to transition to independence.


We like to think big here at Bill Wilson Center! Following the President's lead, we are working to end youth and family homelessness by 2020 by joining with community leaders and community groups to define success, assess community resources, and develop a system to prevent youth homelessness. We have several new programs coming on line in 2012 addressing the needs of homeless youth and families.

None of this could be done without Bill Wilson Center's wonderful staff, interns, volunteers, foster families – and our amazing donors. Aside from the generous financial gifts, donors also provided holiday gifts to over 800 youth in foster care, and donated endless supplies for the youth we serve. I can't tell you how many times I've heard from our donors, "I don't want any recognition; I'm just happy to help." You are all so important to us.

If you've thought of volunteering, donating, or becoming a foster family, but haven't yet – please call us! We are at our best when everyone pitches in to help. Let's all work together to end youth and family homelessness in Silicon Valley!

Thank you!

Best Regards,

A handwritten signature in black ink that reads "Sparky". The signature is written in a cursive, slightly slanted style.

# TAY INN

## Gives Homeless Youth a Chance

Earlier this year, we launched a new program – the TAY Inn provides temporary housing for transition age homeless youth ages 18 to 25 who are experiencing acute crisis. Acute crisis encompasses a range of situations such as a mental health crisis, a domestic violence situation, or a drug dependency.

Youth can stay in the program up to 90 days. During this time Peer Partners, who are individuals who have experienced similar issues in their lives, work with youth to develop a wellness recovery plan detailing the steps needed to transition into stable housing. Peer Partners also work with youth to increase access to a variety of community resources such as health services, substance abuse treatment, life skills training, employment and educational services.

There are many obstacles for homeless youth transitioning from street life into stable housing. When a young person is in crisis and has been homeless, it can be extremely difficult for them to adjust to a structured housing program that enforces rules like curfews, chores, and room sharing. The TAY Inn is a safe place where homeless youth can work one-on-one with a Peer Partner to get the support necessary to manage their current crisis so they can begin to stabilize and take the steps necessary to secure permanent housing.

If we are successful in showing that peer decision-making and mentoring results in positive outcomes for youth served, the County may choose to integrate the practices more widely into the system of care for the transition age homeless youth population. This is a huge win for our youth, as we've seen time and time again that they respond positively to individuals who they can identify with.



# Revenues and Expenses

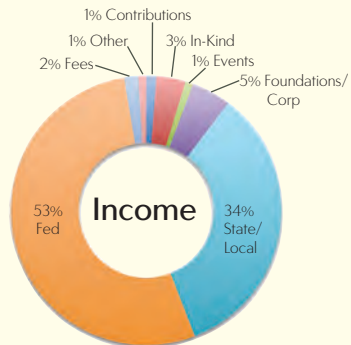
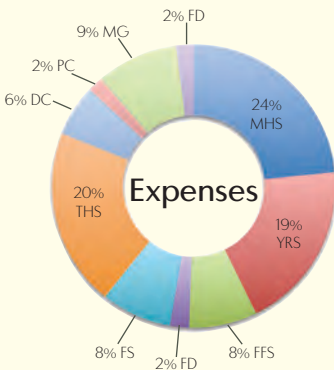
## Key Financials

For the year ended June 30, 2012

<b><u>Expenses</u></b>	<b><u>12,205,367</u></b>
Mental Health Services	2,859,307
Youth Residential Services	2,359,471
Foster Family Services	947,616
Youth Services	267,675
Family Services	267,675
Transitional Housing Services	2,476,074
Drop-in Center	717,775
Peacock Commons	205,904
Management and General	1,143,571
Fundraising and Development	244,277

<b><u>Income:</u></b>	<b><u>12,443,964</u></b>
Contributions	152,952
Contributions in-kind	432,534
Special events, net	114,660
Foundations and Corporations	589,548
Government Funding - Federal	4,205,942
* Government Funding - State and Local	6,621,283
Fees for Services	211,214
Other	115,831

\* Adjusted for Peacock Capital Project Funds



Like many of the youth who come to Bill Wilson Center, Samantha had a rough start in life. With her parents in and out of jail and rehab, Samantha was homeless by the age of twelve.

Living the street life was all Samantha knew – partying and skipping school – anything to drown the pain of being alone and not having a place to call home. Without parents to love and care for her, Samantha didn't care for herself. All that changed when she became pregnant at seventeen.

Knowing she had a child coming lit a fire within Samantha. She learned about Bill Wilson Center's Transitional Housing Program (THP) from a friend whose couch she had been sleeping on and reached out for help.

*"For the first time, I had a stable place to live and it totally changed the direction of my life. I knew I was safe and I wanted to make the best of the opportunity I was given."*

She was dedicated to bettering her life and took advantage of all the resources available to her while in THP – parenting classes, life skills training, education support – she even earned her certification to become a database technician before graduating the program. With the money she saved while in THP, Samantha was able to move into her own apartment with her daughter.

Things were going well for about a year, but Samantha got into a car accident and her car was totalled. Because of her transportation issues, she then lost her job. Samantha could no longer afford the rent on her apartment. Once again she found herself at the brink of homelessness, but this time she had someone to call for help - her former THP Case Manager.

Samantha was able to secure housing at Peacock Commons. She is now sharing a two bedroom apartment with another young single mother. She is thankful to have a safe place where she and her daughter feel at home.

# SAMANTHA'S Story



# Program Outcomes

- 1,082 individuals received counseling services in our Family & Individual Counseling, School Outreach Counseling, and the Centre for Living with Dying program
  - 83% of family therapy clients reported a decrease in family conflict
- 528 youth and young adults received mental health services via our Mental Health Programs
  - 92 mental health clients reported prior psychiatric hospitalization; only 2% of clients required re-hospitalization
- 705 youth received housing with our Youth Shelter, Quetzal House, Drop-In Center Respite, and Transitional Housing programs
  - 87% of the 318 youth in our shelter were reunited with their family
  - 85% of the youth involved in the juvenile justice system upon intake reported no further involvement following their stay in the shelter
  - 53% of youth in THP (and THP+) are employed with another 60% attending college or another educational program
  - 81% of youth in THP (and THP+) transitioned into permanent housing
- 792 homeless youth ages 13-24 were served at the Drop-In Center
  - 231 youth received comprehensive case management services
  - 90% of clients receiving intensive case management maintained a safe living environment for 1 year or longer; 77% secured employment and retained it for 6 months or longer; 73% were connected to stable housing
  - 7,048 meals were served at the Drop-In Center
  - 327 youth received medical screenings
- 24,231 crisis line calls were answered through Contact Cares help lines

## **Gender Breakdown:**

47% Male  
53% Female

## **Ethnic Breakdown:**

30% White/Caucasian  
38% Latino/Hispanic  
13% Black/African American  
6% Asian/Pacific Islander  
3% Native American  
9% Other/Unknown

## BOARD OF DIRECTORS AND EXECUTIVE STAFF

### BOARD OF DIRECTORS

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### EXECUTIVE STAFF

Sparky Harlan, CEO  
Lorraine Flores, Associate Director of Program Development and Research  
Ken Koach, Chief Operating Officer  
David Lang, Chief Financial Officer  
Debbie Pell, Associate Director of Youth Residential Services  
Pamelah Stephens, Associate Director of Mental Health Services  
Judy Whittier, Director of Community Resources



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RETURN SERVICE REQUESTED