



Bill Wilson Center

Counseling – Housing – Education – Advocacy



Annual Report 2008 – 2009

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3490 The Alameda
Santa Clara, CA 95050
(408) 243-0222
www.billwilsoncenter.org

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Bill Wilson Center

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Programs & Statistics

Bill Wilson Center is a nonprofit, community-based agency that has been serving Santa Clara County for more than 35 years. Bill Wilson Center provides the full continuum of services needed to help and support Santa Clara County's youth and families through counseling, housing, education, and advocacy. Each year Bill Wilson Center serves over 10,000 clients through its programs.

Runaway and Homeless Youth Shelter Program provides short-term housing for homeless and runaway youth ages 11 – 17 as well as services for families in crisis who can turn to the shelter when conflict creates the need for short-term separation and counseling. Through intensive individual, group, and family counseling the program strives to reunite families whenever possible, prevent future problems, and stabilize the lives of youth to keep them safe.

Program Statistics: Of the 311 youth who stayed at the shelter, 76% were reunited with their families, and 96% remained in a safe environment 90 days after discharge. Bill Wilson Center provided 1,615 individual and family counseling sessions, 188 group sessions, 841 aftercare sessions, and 4,686 bed nights.

Demographics: 60% of the youth are female; 3% are 12 and under, 94% are 13 – 17, and 3% are 18. 41% are Hispanic, 21% are Caucasian, 12% are African American, 19% are Asian or Pacific Islander, and 7% are Native American, mixed race, or other.



Drop-In Center in downtown San Jose is a community-based resource for homeless and at-risk youth, ages 13 – 24. The Drop-In Center 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, 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 Statistics: 954 youth participated in case management services. 6,032 meals were served and 59% of participants received medical services.

Demographics: 60% of the youth are male; 2% are under 12 years old, 11% are 13 – 17, 86% are 18 – 25, and 2% did not disclose their age. 36% are Hispanic, 26% are Caucasian, 25% are African American, 6% are Asian or Pacific Islander, and 7% are Native American, mixed race, or other.

Transitional Housing Program provides housing and support services for homeless youth ages 18 – 24, including pregnant and parenting youth and their infants or toddlers. The goal of the program is to transition youth into permanent housing by providing 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.

Program Statistics: There were a total of 92 youth in transitional housing and 51 children of parenting youth. 90% of the youth were able to maintain permanent housing after exiting the program.

Demographics: 64% of the youth are female; 33% are Hispanic, 18% are Caucasian, 3% are Asian or Pacific Islander, 32% are African American, and 14% are Native American, mixed race, or other.

“Bill Wilson Center changed my life. Through the Transitional Housing Program, I learned how to find a job, how to take care of myself, and how to be a good parent to my son.”
– Bill Wilson Center Transitional Housing Client

Family and Individual Counseling Center provides low-cost, professional counseling services 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 they need to handle any crises they may face. School Outreach Counseling Program provides counseling services to students in the middle and high schools of the Santa Clara Unified School District. School counseling addresses such issues as gang involvement, depression, suicidal ideation, problems at home, poor school performance, drug use prevention, and sexuality.

Program Statistics: Counseling was provided to 823 people through 185 couples' counseling sessions, 379 family counseling sessions, 34 parenting group sessions, 3,607 individual counseling sessions, and 390 consultations. The School Outreach Counseling Program provided services to 349 youth in 2,026 individual and 82 group sessions.

Demographics: 52% of Counseling clients are female; 20% are under 13, 25% are 13 – 17, 37% are 18 – 44, and 17% are over 44. 1% of clients chose not to reveal their age. 39% are Caucasian, 38% are Hispanic, 10% are Asian or Pacific Islander, 7% are African American, and 6% are Native American, mixed race, or other. 48% of the School Outreach Counseling Program participants are female; 54% are under 13, 41% are over 13 and the age for 6% are unknown; 19% are Asian or Pacific Islander, 26% are Hispanic, 41% are Caucasian, 8% are African American, and 6% are Native American, mixed race, or other.

Other Programs Include:

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 in order to reduce destructive behaviors and reunite the girls successfully with mainstream foster care.

Program Statistics and Demographics: 22 girls stayed for a total of 1,897 bed nights. All Quetzal House residents are female and between the ages of 13 and 18 years old. 50% are Hispanic, 5% are Caucasian, 9% are Asian or Pacific Islander, and 36% are African American. 55% were able to return to their homes or to a lesser level of care.

*“I feel that the staff really listen to me and care about my opinion.”
- Quetzal House Resident*

Independent Living Skills Program teaches youth in foster care or who have been in foster care the skills they need to become self-sufficient, such as how to be informed consumers, how to navigate medical, educational, and other systems, and how to advocate for themselves. The program also assists youth with career and skills assessments.

Program Statistics and Demographics: 123 youth between the ages of 13 – 24 received independent living skills training. 68% are female; 44% are Hispanic; 27% are Caucasian; 23% are African American; and 6% are Asian or Pacific Islander.

Centre for Living with Dying offers emotional support to adults and children facing life-threatening illness or the trauma of having a loved one die. Those who are dealing 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.

Program Statistics: 733 individuals were served through individual and group grief counseling.

Demographics: 1% of clients are under age 5, 10% are 5 – 12, 27% are 13 – 17, 27% are 18 – 44, 25% are 45 – 64, and 7% are over 64. 3% preferred not to disclose their ages. 46% are Caucasian, 34% are Hispanic, 9% are Asian or Pacific Islander, 5% are African American, and 6% are Native American, mixed race, or other. 182 youth received grief counseling at their schools.

Restorative Justice Program provides first-time offenders in San Jose an alternative to incarceration. 617 youth between the ages of 12 and 18 were served. 68% of participants are male; 11% are under 13, 89% are 13 – 18. 22% are Caucasian, 63% are Hispanic, 7% are Asian or Pacific Islander, 4% are African American, and 4% are Native American, mixed race, or other.

Safe Place and Safe Place Community Outreach provides thousands of children and youth in the community with information on how to access the over 367 Safe Place sites maintained by Bill Wilson Center. 128 youth sought help through Safe Place. 64% of the youth are female. 20% are Caucasian, 41% are Hispanic, 16% are Asian or Pacific Islander, 10% are African American, and 13% are Native American, mixed race, or other.

Transitional Housing Placement Program provides housing and teaches independent living skills to youth ages 16 – 18 who will soon age out of the foster care system. A total of 28 youth were served through this program. 96% of participants are female; 32% are Hispanic, 25% are Asian or Pacific Islander, 21% are Caucasian, 18% are African American, and 4% are Native American, mixed race, or other.



Foster Care Services provides stable, caring, homes for children of all ages in the social services system. 14 new foster homes were certified this year and 78 children were placed in foster homes. The primary goal of the Foster Care Program is to prepare the child for permanency, which means either their return to appropriate, stable birth family members, placement into an adoptive family, or adoption by the foster family.

Programs (cont):

Adoption Program prepares families to parent children who come through the child welfare system. Foster children who are adopted may have special needs because of issues of abandonment, rejection, and in many cases, abuse. The placement coordinator works closely with county social workers and approved families to ensure the child's needs will be met by a family that is willing and capable of permanently parenting the child. Bill Wilson Center placed nine children in adoptive homes this year.

“Our adoption was a success because of your support and dedication! You have touched our hearts in a way that you will never know and thank you just doesn't seem adequate.”
- Bill Wilson Center Adoptive Family

Volunteer Case Aide Program connects children in foster care to caring adults who can help them with a variety of needs, such as transportation, tutoring, and mentoring. Volunteers provided 10,913 hours of support for children in foster care.

Parent-Child Interaction Therapy and Training (PCIT) teaches parents specific skills to help create a more positive relationship with their child and help decrease their child's negative behaviors. Parent and child play together while a therapist coaches the parent through an earpiece. Therapists provided intensive services for 24 clients.

Contact Cares provides objective listening, caring involvement, and information and referrals to meet the needs of Santa Clara County through a multipurpose, 24/7 helpline staffed by trained volunteers. Contact Cares volunteers answered a total of 15,214 calls for the year.

Contact Cares Hotlines
24-7 Line for Youth: (888) 247-7717
Crisis Line: (408) 850-6125
Jobkeeper Hotline: (800) 793-5909
Anti-Hate Hotline: (408) 279-0111
Centre Cares HIV/AIDS Hotline: (408) 850-6179

An Adoption Story: The Hunters

Steve and Bethany Hunter came to Bill Wilson Center after deciding they wanted to adopt. Unable to conceive on their own, Steve and Bethany dreamed of having an infant to care for and raise as their own. After meeting with an Adoption counselor, they quickly learned the challenges involved with finding an infant eligible for adoption.

First of all, there are many more teens in foster care than infants. California courts are leaning heavily towards family reunification. This means that if birth parents are unable to care for their child, social workers will first look to establish care with extended family members or close family friends before opening the child up to adoption.

While waiting for an infant to come into their lives, Steve and Bethany's adoption counselor asked if they would be open to providing respite care for teens in the foster care system. Respite care consists of a weekend stay and is designed to help give foster parents a weekend to themselves. Although hesitant at first, Steve and Bethany were confident they could keep a teen entertained and out of trouble for a weekend. Little did they know that by agreeing to provide respite care, they would be meeting their future daughter.

Tina was your typical 14-year-old girl in many ways – warmhearted, helpful and outgoing. Looking in from the outside, it would be hard for many to imagine she was removed from her birth parents due to neglect. Tina was a good student and was well liked by her peers. She had been staying with a foster family for a number of months when she came to spend the weekend with Steve and Bethany.

Once Steve and Bethany discovered how amazing Tina was, they couldn't imagine their family without her in it. Tina opened up quickly and fit in well with the family, helping out with meals and engaging in planned activities. Steve and Bethany quickly realized that they didn't need an infant to feel like a family. They made an appointment with their adoption counselor to look into bringing Tina into their lives permanently. When asked about their change of heart, they simply said they fell in love with Tina and the positive qualities she possessed.

A Drop-In Center Story: Tony

After turning eighteen and aging out of the foster care system, Tony wound up like many other teens who age out of the system – homeless. While most teens look at turning eighteen as a milestone, an age of independence, Tony knew he was about to be thrown into adulthood fast.

Once a foster youth turns eighteen the County no longer pays foster parents their monthly stipend. At age eighteen, Tony was not yet fully equipped with the life skills necessary to support himself. With no job, no money and nowhere to stay, Tony ended up sleeping in friend’s cars. With the reality of being homeless and the winter season fast approaching, Tony knew he had to find shelter.

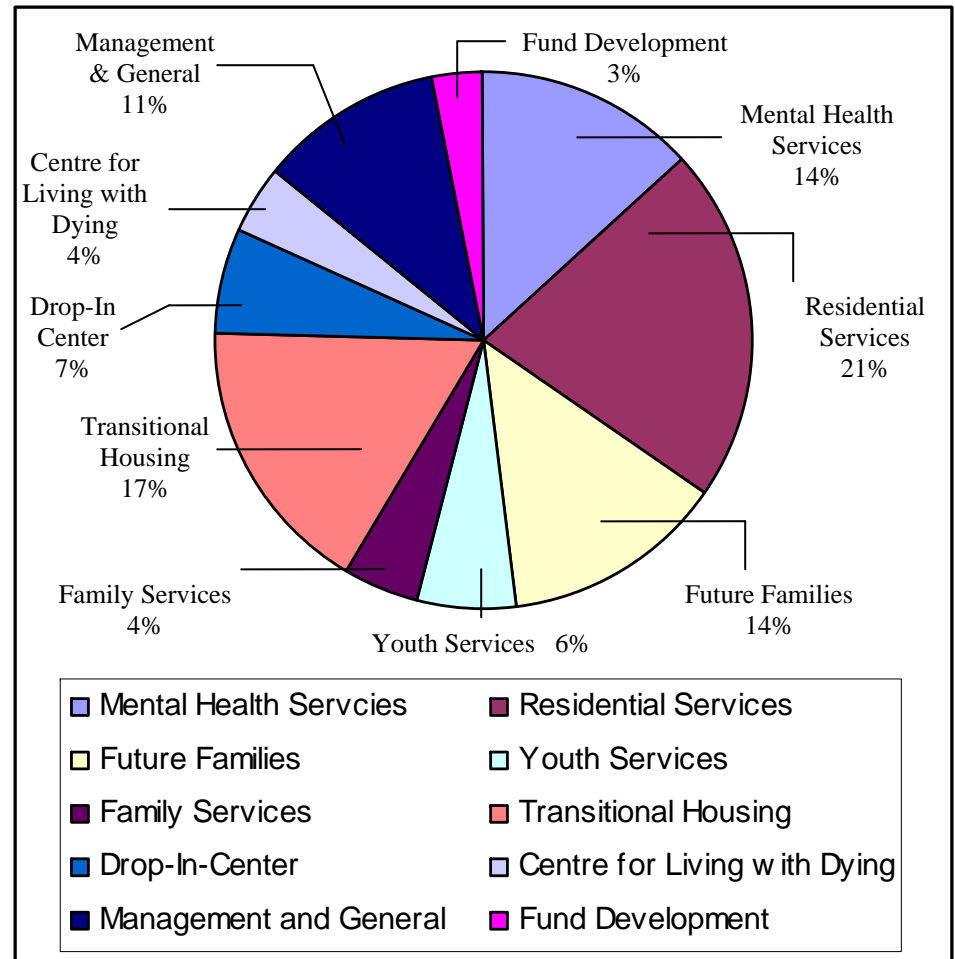
It was at a local San Jose homeless shelter that Tony first heard of Bill Wilson Center’s Drop-In Center. While talking with some friends at the shelter, Tony learned that the Drop-In Center provided homeless youth with meals, bus passes, and clothing. It was these three services that first drew Tony in. For a while, Tony came to the Drop-In Center just for food and the occasional bus pass. It was during this time that Tony discovered his girlfriend was pregnant.

With the prospect of fatherhood in his near future, Tony knew it was time to get serious about improving his situation. He started taking advantage of all the services the Drop-In Center had to offer, attending a multi-week employment readiness workshop and also a men’s group that met twice a week. Tony completed the job readiness workshop where he created a resume, studied the common interview questions and honed his interviewing skills through mock interviews with job counselors.

Shortly after completing the workshop, Tony landed a job at a local supermarket. He continues to attend the men’s group weekly and has secured an apartment. Tony hopes to return to school and one day become a history teacher. He and his fiancé are looking forward to welcoming their baby boy into the world any day now.

Financials

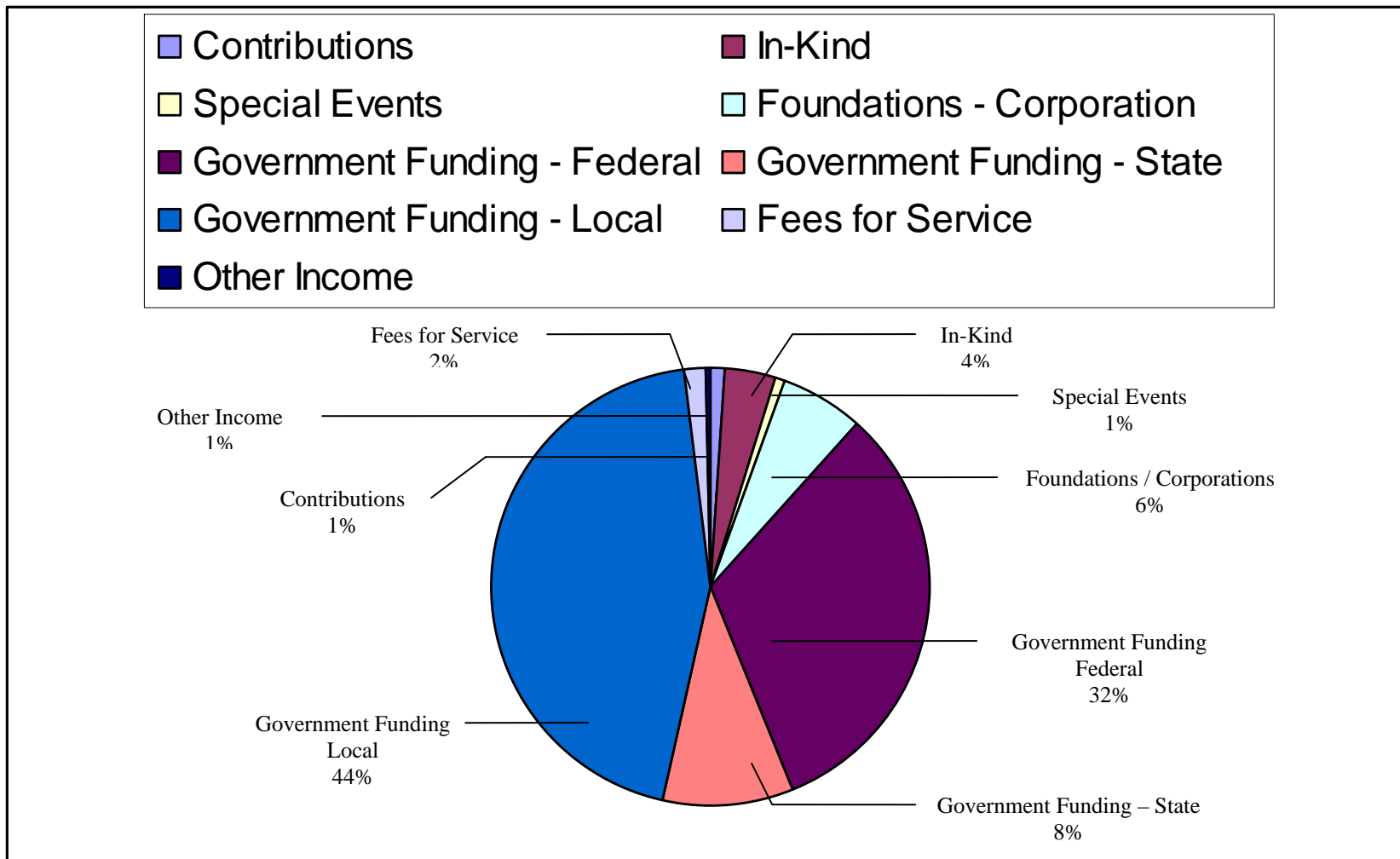
EXPENSES



EXPENSES	AMOUNT	PERCENTAGE
Fund Development	\$345,369.00	3.1%
Centre for Living with Dying	\$445,287.00	4.0%
Family Services	\$480,100.00	4.3%
Youth Services	\$660,873.00	5.9%
Drop-In Center	\$740,556.00	6.6%
Management and General	\$1,255,785.00	11.2%
Future Families	\$1,510,997.00	13.5%
Mental Health Services	\$1,511,089.00	13.5%
Transitional Housing	\$1,895,082.00	16.9%
Residential Services	\$2,381,597.00	21.2%
TOTAL	\$11,226,735.00	100.0%

Financials (cont)

INCOME



INCOME	AMOUNT	PERCENTAGE
Other Income	\$26,319.00	0.2%
Special Events	\$88,114.00	0.8%
Contributions	\$133,634.00	1.2%
Fees for Service	\$179,942.00	1.6%
In-Kind	\$381,139.00	3.4%
Foundations - Corporation	\$702,519.00	6.3%
Government Funding - State	\$1,074,448.00	9.7%
Government Funding - Federal	\$3,580,746.00	32.3%
Government Funding - Local	\$4,931,234.00	44.4%
TOTAL	\$11,098,095.00	100.0%

*"You guys brought out the best in me and didn't give up on me like most people would."
- Runaway and Homeless Youth Shelter Client*