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2003 / 2004  
Report to Our Communities



"After being in the program, being in school is much better now. Now I really love my family a whole lot thanks to the FAST program."



## Service Highlights... Reaching Out and Lifting Up

6,880 Clients served.

150 Service locations including agency service centers, school campuses, childcare facilities, homeless provider centers, health clinics, jails, and corporate offices.

92% of 1,433 clients receiving general counseling services reported improvement in life functioning.

578 adults received intervention and treatment for alcohol or drug abuse. 83% of these adults maintained complete abstinence or decreased substance abuse.

141 families participated in the Families and Schools Together (FAST) program, which focuses on increasing children's self-esteem, improving school performance, building community, and strengthening the family unit. 85% graduated from the program and 67% reported a reduction in child behavior problems.

48 families received loans to help with housing and transportation costs through the Ways to Work program. 82% reported increased knowledge of financial management.

96% of the 602 clients in the Positive Solutions program for domestic violence were not rearrested while enrolled in the program. Positive Solutions operates violence prevention, intervention and treatment programs for convicted violence offenders.

100 youth emancipating from foster care received assistance from the Independent Living Program. 89% reported increased knowledge of independent living skills.

1,587 students and 305 parents received help through the School-based Counseling Services program, including assessments, on-site counseling and group therapy, parenting classes, and classroom assistance. 81% of students or teachers reported improved student functioning and 88% of parents expressed improved knowledge of parenting.

## Letter from the President and Board Chair

01

The mission of Family & Children Services is to provide programs and services that support the emotional well-being of our communities.

Dear Friends,

Silicon Valley enjoys the worldwide reputation of being home to progress, imagination, and innovation. In this hub of cutting edge theory and practice, Family & Children Services (F&CS) exemplifies the finest of Silicon Valley's nonprofit world. Capitalizing on new ideas and best practices, Family & Children Services weathered the persistently sluggish economy and ended the 2003-2004 Fiscal Year financially solid. F&CS demonstrated strong financial management, increased cash reserves, expanded programs and service offerings, and enhanced our presence in the community—all while maintaining our steadfast commitment to professional integrity and providing the highest quality of programs and services to our community.

Family & Children Services is proud to report on our accomplishments and financial position for the 2003-2004 Fiscal Year, with highlights including:

- Reorganization of services to create the **MediCal Mental Health and Substance Abuse Services Division**. The consolidation generates a significant cost savings and improves treatment by removing barriers to care often found between mental health treatment and substance abuse treatment.
- Expansion of **School-based Counseling Services** to include the **Fremont Union School District** and the **Whisman School District**.
- Addition of services in Sunnyvale at the **Columbia Neighborhood Center** to counsel and assist low-income youth and families served by the Center. These services are **funded by the City of Sunnyvale**.
- Addition of **Positive Solutions** violence treatment and prevention programs in Vietnamese in both the San Jose and Campbell offices.
- Initiation of **Community Breakfast Event on Emotional Intelligence** to increase agency visibility.
- Initiation of a **Major Donor Recognition Reception** to thank our major contributors.

In this land of innovation, Family & Children Services continues to seek fresh ideas and opportunities to help build safe and loving families throughout Silicon Valley. F&CS is an essential component in the community—improving the emotional well being of individuals and families and reaching people from every income level at more than 150 locations. F&CS absolutely could not succeed without our individual donors, corporate benefactors, foundation supporters, and business partners. The generosity of all of our constituents, combined with the great efforts of our committed and talented staff, ensures the success and stability of Family & Children Services.

Thank you for sharing our commitment to building a community strengthened by emotionally healthy individuals and families. In the pages of this Report, you will witness the profound impact F&CS has on the lives of our clients, program participants, partners, and supporters, as expressed in their own words. The convergence of all of these populations creates the magic of Family & Children Services, and we thank you for being an integral part of our Family.

Sincerely,



Jeanne C. Labozetta, LMFT, MBA  
President & CEO

Rosaline Vasquez, MD, MBA  
Chairperson, Board of Directors  
2003-2004

## Financials

### Family & Children Services Statement of Activities for Operations for the Fiscal Year Ended June 30, 2004

#### SUPPORT:

Contributions Includes donations from individuals and corporations, and in-kind gifts	\$795,501
Foundation Grants	\$349,500
United Way	\$194,549
Special Events	\$103,878
<b>TOTAL:</b>	<b>\$1,443,428</b>

#### REVENUE:

Program Fees	\$1,199,976
Government Contracts	\$2,065,770
Net Investment Income, Interest, and Miscellaneous Income	\$89,380
Assets Released from Temporary Restrictions	\$194,846
<b>TOTAL:</b>	<b>\$3,549,972</b>

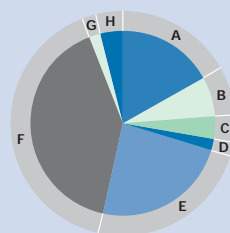
**TOTAL SUPPORT & REVENUE: \$4,993,400**

#### EXPENSES

Program Services	\$4,539,531
Management and General	\$230,235
Fundraising	\$277,723

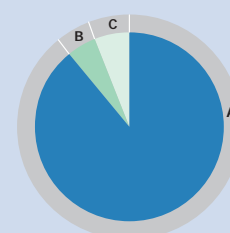
**TOTAL EXPENSES: \$5,047,489**

Support and Revenue  
2003-2004



A: 17% Contributions  
 B: 7% Foundation Grants  
 C: 4% United Way  
 D: 2% Special Events  
 E: 24% Program Fees  
 F: 41% Government Contracts  
 G: 2% Investment, Interest, and Misc. Income  
 H: 4% Temporarily Restricted

Expenses 2003-2004



A: 89% Program Services  
 B: 5% Management and General  
 C: 6% Fundraising

## In Their Own Words... Client Perspectives

03

*"I want you to know how thankful I am to have had the opportunity to participate in your class. I continue to live the fundamental concepts we talked about each and every day of my life. I feel I have become quite good at 'driving my bus' and steering clear of other people's stuff while I pay attention and deal with my own. Meanwhile, I teach my son that feeling anger or any other feelings is not bad, it just depends on what you do with those feelings. We are both doing well. I am starting a new job...this coming Monday. My life is much different than it was a year ago. I am happy and the road ahead looks good."*

Steven\*, participant in Positive Solutions

*"By recognizing my faults (alcoholism), I've come to realize the true nature of my anger and how best to work with it. I've reconciled with my son and those whom I've hurt (especially myself). Thank God for this program. I now have a new life."*

James\*, participant in Anger Management classes

*"FCS has literally been a lifesaver for me!"*

Rachel\*, adult client in the Counseling program

*"This class taught me a lot. People around me have noticed a change for the better. I can only assume it is the class and the information I have received. This should be required of all parents."*

Teresa\*, participant in F&CS parenting classes

\*names changed to protect anonymity



Family & Children Services helps build a better community, one family at a time

# Members of the Family

Clients, donors, staff, and business partners offer testimonials.

### Tennis Anyone?

Every Thursday for the past 3 years, twelve year-old Mark has entered the office of F&CS therapist Diane Wydler at 5:00. Mark was referred to Family & Children Services because of his difficulties at home and in school—including extreme, violent outbursts and tantrums, such as uncontrolled fits of screaming and throwing chairs inside the classroom.

In early sessions with Diane, Mark was constantly moving and fidgeting—he had trouble being still, focusing, and making eye contact. Mark and Diane eventually moved his sessions outside to the play yard, where Mark channeled his energy by whacking a tennis ball against the side of the building. They would continue to talk while Mark played tennis, and Mark embarked on the long journey of learning patience and control.

After 3 years with Family & Children Services, Mark's progress has proven astounding. Mark receives emotional support and assistance through therapy, he receives help at school, and his health and medications are monitored by a team of providers—including a therapist, psychiatrist, physician, school counselors, administrators, teachers and a court appointed advocate. Experiencing renewed support and stability after reuniting with his mother, Mark is embracing his potential. Mark is back in mainstream classes after a stint in special education, his grades are up, his behavior at school is under control, and he is making friends. Family & Children Services has been an instrumental force in Mark's progress—providing support and constantly working to ensure that Mark has the resources he needs to succeed.

According to Mark, "Coming here was a miracle. Yeah, it's fun!"



Mark practices tennis...and discipline

### One Woman Brings Joy to Many

Lou McKenzie, a San Jose resident and employee of Novellus Systems, suffered a stroke in April of 2004. As she journeyed down the path of recovery, a deep sense of gratitude percolated inside of her and she wanted to share her good fortune with others.

"So much had happened," Lou claimed. "I feel so blessed, and I really just needed to share, to do something for someone outside of my own family."

One of her co-workers suggested that she contact Family & Children Services and "adopt" a family for the holidays—providing gifts and holiday cheer to a struggling neighbor. Family & Children Services connected Lou with a client who had recently transitioned from being homeless into a new apartment with her 3 children.

Armed with a benevolent heart and determined spirit, Lou proved to be a miracle worker. In the course of 2 weeks, she spearheaded an amazing gift drive by rallying her friends, family and co-workers to help her adopted family.

"Everyday, all day, people brought money or dropped off new gifts," Lou reported. In all, a group of 20-30 people donated well over \$1,000 worth of gifts to the family. In addition to much needed necessities such as sheets, a toaster, blankets, and kitchen supplies, Lou and her crew brought a Christmas tree, turkey dinner, clothes, shoes, scooters, helmets, and toys.

Family & Children Services extends heartfelt thanks to Lou McKenzie, as well as her family, friends, and co-workers, for supporting our clients, our mission, and our work. We are thrilled that she has adopted our Family!



Lou and her adopted family

### Caring for Our Community

"Through my work as a therapist at Columbia Neighborhood Center, I have had the gift of being able to meet with children and adults who are in the darkest hour of crisis, alone and needing someone to hear their story.

I met with a young boy who lost a sibling in a fire and whose family was torn apart afterwards. Through the City of Sunnyvale's grant, I was able to see this boy—who no longer had any resources—free of charge during the days immediately after his world was turned upside down.

I also met with a mother—who spoke only Spanish—the day after her husband threatened to harm her and their three children with a knife. His persistent verbal and physical abuse culminated in a threat to kill them if they ever tried to leave him. The woman wandered in not knowing where else to turn or what to do.

It strikes me as common sense to have services available to that young boy who lost his family and to that woman who needed protection, though I know this is a highly unusual experience. This kind of caring for the people in our community, I believe, is breaking cycles of violence, poverty, and injustice that we carry with us as a world from generation to generation. **I am a dreamer, but I believe that this kind of work makes our world a better place one family at a time.** Families who live in the north Sunnyvale community are often ones who would not have access to any other kind of mental health services. These services make all the difference in the world to them."

*Kent Campbell / Family & Children Services staff member and on-site therapist at Columbia Neighborhood Center—funded by the City of Sunnyvale*



Kent Campbell works on-site at Columbia Neighborhood Center

### Our Partners, Our Supporters...Our Friends

"As a former board member of Family & Children Services, I witnessed first hand the effective management of the agency and the dedication of the employees. A donation to Family & Children Services can be given with confidence. The agency provides important quality services to help local families and it delivers these services in a fiscally responsible manner."

*Steve Bragonier / Former Board Member of Family & Children Services -Steven and his wife, Shirley, have been long-time supporters of F&CS through both financial gifts and volunteer service*

**"Just a quick note to follow-up and let you know what a great job your folks did for me a couple of weeks ago.**

Late one afternoon, I had a 'rush-rush' situation involving a debriefing following a suicide at (a local company)...To make a long story short, (the company) wanted someone to come over to their site within 55 minutes, and your folks were just terrific and made it happen. The feedback was excellent. **When that happens it's the support of your agency and your people who make it possible for all of us in family service to look good.**

MANY MANY THANKS!!! I've had a long history with your agency and the folks there have always been great."

*Ed McLaughlin / Vice President, FEI -This email pertains to our Employee Assistance Program, which provides local companies with on-site trauma response, conflict mediation, individual counseling services and staff trainings*



Jeanne Labozetta with Steven and Shirley Bragonier

## Program Descriptions

- **Counseling Services** - for individuals, couples, or families to address mental illness and emotional distress. Specialty services are available for the gay and lesbian community, deaf and hard of hearing, homeless, people infected and affected by HIV/AIDS, Spanish-speaking, and South East Asian populations.
- **Deaf and Hard of Hearing Services** – counseling, mental health therapy, parenting and child abuse services for deaf and hard of hearing clients.
- **Employee Assistance Program** – confidential counseling sessions, management and staff training, conflict mediation and on-site trauma response for local corporations, organizations, and affiliates.
- **Families & Schools Together (FAST)** – a proven national program that is school-based and family focused. FAST increases the self-esteem and improves the school performance of at-risk elementary and middle school children by supporting the natural strength of the family unit.
- **Gay/Lesbian Services** – mental health services with the lesbian, gay, bisexual and transgender populations.
- **HIV/AIDS Counseling** – comprehensive mental health services with those both infected and affected by HIV or AIDS.
- **Independent Living Program** – life skills development and self-sufficiency program for youth emancipating from foster care and juvenile probation.
- **Positive Solutions** – a violence prevention, intervention and treatment program available for children, adults, and families.
- **Psychiatric Services** – psychiatric evaluation and medication monitoring for children, teens and adults.
- **School-based Services** – on campus mental health, staff training and education, violence prevention, and family support services to children, families, and staff.
- **Seriously Mentally Ill Services** – mental health counseling for mentally ill children, teens and adults.
- **Services To Childcare Centers** – mental health, staff training and education, parenting, violence prevention and family support services to children, families, and staff at childcare facilities.
- **South East Asian Program** – culturally sensitive mental health and case management programs for immigrants from Southeast Asia, primarily Vietnam and Cambodia, in their native languages.
- **Speakers Bureau/Professional Training** – workshops and seminars for corporations and community organizations addressing topics such as anger management, violence in the workplace, and balancing work and family.
- **Substance Abuse Services** – outpatient, individual treatment for adults, as well as group therapy, available in co-ed and single-sex environments.
- **Ways to Work** – low-interest loans for low-income families for educational or job-related purposes. The program also works with Santa Clara County to help Cal-Works participants purchase used cars.



## Governance and Advisors 2003 / 2004

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Jeanne C. Labozetta, LMFT, MBA

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Top: Lou McKenzie and Randy McFarland of Novellus,  
see story on page 6

Bottom: F&CS clients enjoy a Christmas party

## Donors 2003 / 2004

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Family & Children Services is pleased to recognize the generous donors whose support is essential in our efforts to strengthen the emotional well being of our community. Below is the list of foundations, corporations, and individuals who contributed \$100 or

more between July 1, 2003 and June 30, 2004. We regret the omission or incorrect listing of any names. Thank you for your partnership and your commitment to building safe, loving, and self-sufficient members of our community.

### FOUNDATION AND CORPORATE SUPPORTERS

#### Gold Partners

##### \$100,000 and above

David & Lucile Packard Foundation  
Peninsula Ball Committee  
The Health Trust  
United Way Silicon Valley  
Valle Monte League

#### Partners

##### \$50,000-99,999

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

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

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

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##### \$1,000-2,499

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Violence Prevention Network of Santa Clara County

#### Supporter

##### \$500-999

Santa Clara County AIDS Coalition (SCCAC)

#### Associate

##### \$100-249

Franz Termite Control

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Gift in memory of Alice Bachman  
By The Peninsula Ball Committee  
Gift in memory of Augusta Vaughey  
By The Peninsula Ball Committee  
Gift in memory of Arlee R. Ellis  
By Ann Ellis  
Gift in memory of Thomas Hart  
By The Peninsula Ball Committee  
Gift in memory of Edgie Scott  
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Oaks, M.D. By Dr. David D. Oakes  
Gift in memory of Ann Gray  
By Florence Barr

#### Gifts In-kind

Boys & Girls Club of the Peninsula  
Mr. and Mrs. Dennis Barsema  
The Reverend Larry Burroughs and the First Presbyterian Church of San Jose  
Mr. Colt Cannon - Professional Skateboarder  
Mrs. Barbara Glynn  
Gray Cary Law Offices  
Mr. Kenneth Groth - Mirage Systems, Inc.  
Ms. Carolyn Kelso  
Ms. Meka Krishnaveni  
Learning Express  
L'Occitane at Stanford Shopping Center  
Peninsula Community Foundation  
Mr. Barry Posner, Santa Clara University  
San Francisco Giants  
San Jose Giants  
Target Store - Sunnyvale  
Mr. Peter Tye  
Mr. Rick Zirlo - Rabbit Office Automation