

Strengthening individuals.  
Strengthening families.  
Strengthening communities.



# ANNUAL REPORT

2004 - 2005



FAMILY &  
CHILDREN SERVICES



# A MESSAGE FROM FAMILY & CHILDREN SERVICES



Jeanne C. Labozetta



Barbara Pugliese

Dear Friends,

At Family & Children Services we measure our strength by our capacity to serve our clients. Entrusted as we are with the concerns of 8,000 children, teens, and adults per year, we know it is tantamount to ensure that we will always be here, ready to respond to those in need in San Mateo and Santa Clara Counties.

To shore up our organizational strength, we made strengthening our internal professional and financial capacity an agency priority over the year. We also continued to respond to changing and growing service needs. Among our accomplishments, we are pleased to share with you the following:

- Our internal evaluation led to the creation of a new, more dynamic mission statement: To build strong, safe, and self-sufficient individuals, families, and communities. Everything that we do is designed to forward our mission by contributing to strength, safety, and self-sufficiency.
- In response to a growing need for mental health services among students, we expanded our program working with emotionally disturbed students at Los Altos High School and with students struggling with difficult family situations, substance abuse, and gang issues at Foothill Continuation High School.
- This year, we became certified to administer units for Mandatory Continuing Education for psychologists and Continuing Education for licensed clinical social workers and marriage and family therapists. This means our staff members have access to quality training opportunities held on-site, tailored to the diverse issues and populations we serve.
- Financially, we ended the year in a strong position, successfully withstanding government funding reductions and responding to a growing need for services. We thank our donors and funders for your belief in our programs.

*“I didn’t realize how damaging the fights between my wife and I were for our daughters. We’ve learned to work out our problems without arguments. I’m a better father and a better husband.”*

—A client of our violence prevention program, Positive Solutions

- As stewards of your donations, careful financial management has always been a priority of our business practices. To make these practices even more transparent, we proactively responded to the new regulations of the Nonprofit Integrity Act of 2004. Our internal policies meet and surpass the regulation’s expectations.

We would like to take this opportunity to acknowledge the strength of our F&CS community. We commend our Board of Directors for their leadership and dedication to our mission. We express our appreciation for our amazing volunteers and Advisory Board for sharing their time and talents to raise funds for our core counseling services. We congratulate the staff of F&CS for the care and concern they show to our clients. We celebrate our clients for the progress they make in realizing the lives they deserve. Their resilience is our constant inspiration.

On behalf of Family & Children Services, we warmly thank the donors and supporters named in this report. We invite you to partner with us this year and to contact us with questions, interest in visiting our office, and ideas for how we, together, can build resources to help individuals, families, and communities grow strong, safe and self-sufficient.

With our appreciation,

A handwritten signature in cursive that reads "Jeanne C. Labozetta".

Jeanne C. Labozetta, LMFT, MBA  
President & CEO

A handwritten signature in cursive that reads "Barbara Pugliese".

Barbara Pugliese  
Chair, Board of Directors, 2004-2005

# MAKING PROGRESS, ONE INDIVIDUAL, ONE FAMILY AT A TIME

**280 children, 190 parents, and 26 child care providers** participated in the Early Childhood Services Program, receiving counseling and training to improve family communication, and to address children's emotional health needs.

**82% of the 1,078 clients** participating in counseling reported improvement.

**88% of the 730 adults** who received intervention and treatment for alcohol or drug abuse maintained complete abstinence or decreased use.

**89% of the 150 families** in the FAST (Families and Schools Together) Program graduated from the program. Schools reported an 80% decrease in behavior problems from participating children.

**1,593 youth and 293 parents** received counseling at local schools, resulting in

improved communication, parenting skills and school success.

**87% of the 100 youth** in foster care or preparing for life on their own who attended life skills training reported having increased confidence in their skills.

**153 youth with hearing loss and 131 parents** received services from the DEAF (Dealing Effectively with Abuse in Families) Program, surpassing its service number goals.

**655 adults** completed domestic violence intervention and anger management classes, and 95% were not rearrested for a domestic violence or anger-related incident.

**100% of the 30 families** who received Ways to Work low-interest loans to purchase or repair an automobile increased their financial knowledge.

“Without treatment the consequences of mental illness for the individual and society are staggering: unnecessary disability, unemployment, substance abuse, homelessness, inappropriate incarceration, suicide and wasted lives; The economic cost of untreated mental illness is more than 100 billion dollars each year in the United States.”

—The National Alliance on Mental Illness

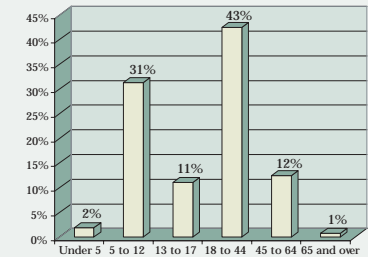


## FY 2004 - 05 DEMOGRAPHICS

### Age Groups

Age Groups	#
Under 5	146
5 to 12	2,439
13 to 17	864
18 to 44	3,313
45 to 64	966
65 and over	62
Not known	17
Total known	7,790
TOTAL	7,807

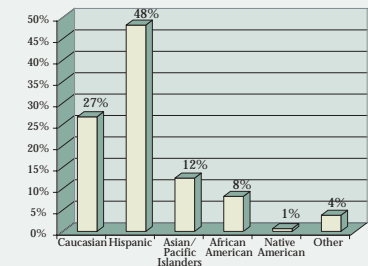
Client Age Distribution



### Ethnicity

Ethnicity	#
Caucasian	1,869
Hispanic	3,363
Asian/Pacific Islanders	869
African American	571
Native American	45
Other	264
Not Known	826
Total known	6,981
TOTAL	7,807

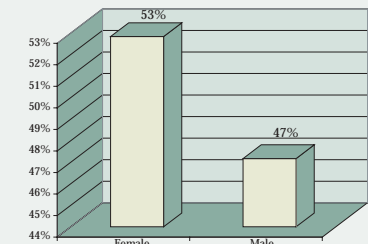
Client Ethnicity Distribution



### Gender

Gender	#
Female	4,113
Male	3,672
Not Known	22
Total Known	7,785
TOTAL	7,807

Client Gender Distribution



# BUILDING BETTER FUTURES FOR CHILDREN



## Collaboration addresses community needs

Washington Elementary School is located in a neighborhood where families struggle to meet their basic needs. Many children live in homes with two or three households. Parents are so busy trying to meet their children's physical needs of food, clothing, and shelter that emotional issues don't get the attention they need.

Thanks to funding from The Health Trust, these students have access to free mental health counseling from a bilingual Family & Children Services therapist who is on-campus three school

days a week. In addition to one-to-one counseling, the therapist also holds group sessions on anger management and self-esteem.

"To the children, it isn't counseling as adults think of it. We do a lot of art and play therapy, so they think of it as a fun, safe place," says Blanca Tabares, the F&CS school therapist.

Hanging on Blanca's office wall is a collection of masks that the children are invited to use during therapy. Sometimes wearing a mask, such as that of a dog or giraffe, makes it easier for a child to discuss difficult feelings or situations, including divorce, separation, and neglect. Blanca also reaches out to their parents. She lets them know she is available to them, tells them about resources that may help, answers questions, and brings the family together for counseling when possible and appropriate.

"Many students need more than academic guidance," says Karina Ballin, the drop-out prevention counselor at Washington. "Blanca provides that essential piece."

Seeing the great need for this type of service, The Health Trust approached Family & Children

Services about providing counseling for the students and began funding a counselor at the school in 1998. A public benefit corporation committed to improving the health and quality of life for people in need throughout Santa Clara County, The Health Trust makes grants, provides services, and raises funds to meet community health needs, all of which places The Health Trust in a unique position to both understand and address issues facing the county's vulnerable populations.

"We are so impressed with the passion, commitment and professionalism of the providers at Family & Children Services. The Health Trust is proud to support them in addressing an important community need," says Todd Hansen, chief operating officer of The Health Trust.

Blanca, who has been a counselor in both junior high and high schools, sees this program as a definite investment in the long-term.

"I can look at the kids and see what may result if we don't intervene now. We are planting a seed, letting kids know that resources and support are there for them."



# STATEMENT OF FINANCIAL POSITION

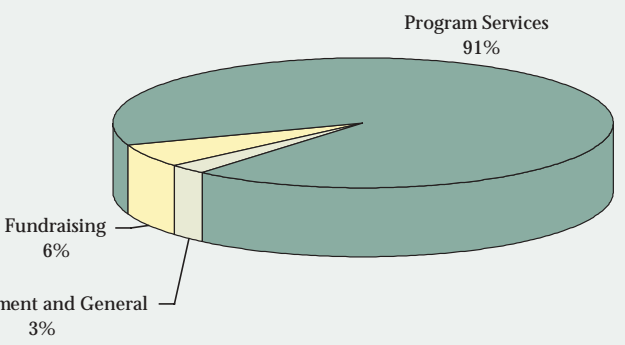
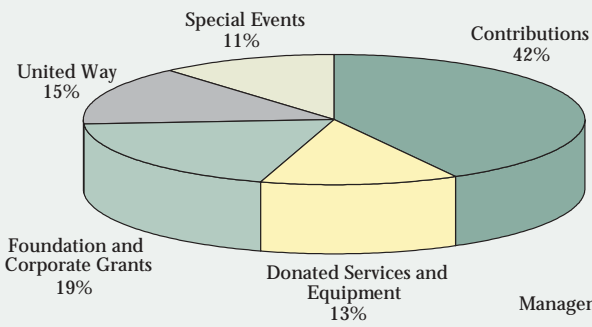
July 1, 2004 – June 30, 2005

Audited financial statements are available upon request.

## SUPPORT

Contributions	\$551,866
<i>(Includes donations from individuals and corporations)</i>	
Donated Services and Equipment	\$167,824
Foundation and Corporate Grants	\$251,750
United Way	\$194,549
Special Events	\$149,539

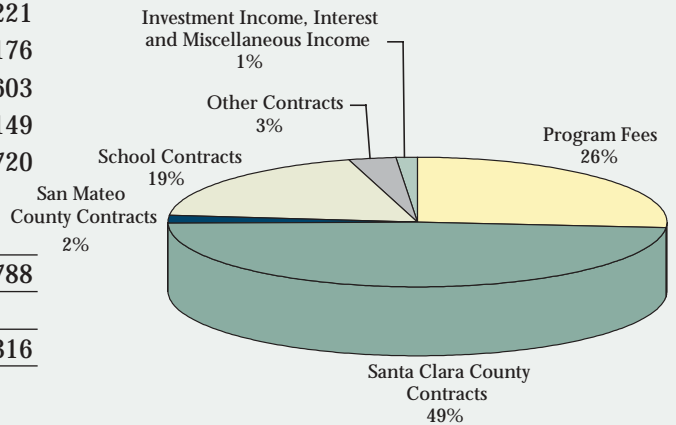
**TOTAL** \$1,315,528



## REVENUE

Program Fees	\$1,004,919
Santa Clara County Contracts	\$1,833,221
San Mateo County Contracts	\$73,176
School Contracts	\$711,603
Other Contracts	\$120,149
Investment Income, Interest, and Miscellaneous Income	\$51,720

**TOTAL** \$3,794,788



## EXPENSES

Program Services	\$4,673,710
Management and General	\$132,754
Fundraising	\$292,657

**TOTAL EXPENSES** \$5,099,121

**TOTAL SUPPORT AND REVENUE** \$5,110,316

# EMPOWERING CHILDREN AND YOUTH TO BUILD STRONG FUTURES



Imagine being seven years old and having to deal with the after-effects of emotional, physical, and sexual abuse. How about learning that the cause of your depression is not being a teenager, but instead being bipolar, an illness that will stay with you for life?

Growing up is full of challenges and for many children and youth the degree of difficulty is high. Family & Children Services' counseling programs in K-12 schools are designed to assist students through their challenges and on to brighter futures. Through collaboration with teachers, school staff, and parents, therapists help to tailor programs for individual students.

One of these students is Henry, who experienced severe abuse during his early years. At the beginning of the school year, he needed constant attention in his special class for emotionally disturbed children, and was a danger to students and to himself from a tendency to kick, scream, and bite.

His teacher, two aides, a behavior specialist, and F&CS' therapist developed a specialized behavior system that set limits in a nurturing and consistent way. The therapist also provided individual counseling to Henry and to Henry's mother. She answered his mother's questions and provided guidance on caring for him at home.

{ 4 } Family & Children Services

By the end of the school year, Henry's negative behaviors were greatly reduced, and he was now completing homework and succeeding in school.

"I value the support the therapists provide in tailoring programs that accommodate each child's learning and emotional needs," said Henry's teacher. "This collaboration allows us to create a balance that allows children to pursue academics while also addressing their behavioral issues."

Mental illness can also develop later in childhood. Soon after Rebecca started high school, she underwent a dramatic change. Where she had been friendly and cheerful, she now suffered from constant depression. She began to have suicidal thoughts and closed herself off from friends and family.

Rebecca was diagnosed with bipolar disorder and transferred into the school district's therapeutic day program. There, students had academic courses while also receiving support from behavioral specialists and Family & Children Services therapists. Learning to live with and manage her illness was a struggle, yet the therapists worked with her and helped her to develop techniques.

In June, Rebecca, her family, and the program staff celebrated her graduation from the

therapeutic day program and high school. She is now attending community college and has even joined the college's choir!

"Through our program, children and youth gain confidence. They come to feel empowered about their futures and to believe that they have real opportunities for their lives. This is a gift all children need, regardless of what mental health issues they face," said Katie Lapiz, Family & Children Services' clinical supervisor.

F&CS is proud to share our expertise on-site, where children, youth, and adults need our services, to create positive outcomes for our community, and to make the challenges of mental illness less scary for kids and their parents.

*“54% of children aged 3-17 in the SF Bay Area are under moderate, high or very high stress.”*

—A survey of Bay Area parents commissioned by the Lucile Packard Foundation for Children's Health. August 2005

*“Suicide is the third leading cause of death among young people ages 15 to 24.”*

—Centers for Disease Control and Prevention, 2003

# RAISING FUNDS AND FRIENDS YEAR-ROUND

*Thank you to our volunteers! We couldn't do as much as we do without our community volunteers. Each individual and group who partners with us adds strength by bringing their talents, expertise, time and inspiration.*

F&CS extends its gratitude and esteem to the individuals who contribute to our work by sharing their time, talents, and energy. Our Board of Directors, Advisory Board, event committees, and individual volunteers increase our capacity to serve the community by raising funds, increasing our network of support and supporting our office operations.

## CIRCLE OF SUPPORT

In May, more than 250 guests gathered at the 2nd Annual Circle of Support Breakfast to hear keynote speaker Dr. Jim Taylor, parenting expert and author, speak on "Three Pillars of Successful



Achievers." Thanks to the efforts of the committee, chaired by Stephanie Agnew, the event more than doubled in size from 2004!

At the breakfast, the committee and F&CS also presented certificates and commendations to Barbara Glynn, event founder and devoted agency supporter, and acknowledged JP Morgan for its generous underwriting of the event.

## PENINSULA BALL



In 2005, the Peninsula Ball Committee held its 45th Annual Peninsula Ball benefiting Family & Children Services. Each year's debutantes are



To learn about volunteer opportunities, call 650-326-6576 or visit [www.fcservices.org](http://www.fcservices.org).

part of a rich tradition of service and celebration. During the months leading up to the Ball, the debutantes learn about community issues through involvement with F&CS.

Committee co-chairs Sally Howard and Karen Shultz and their dedicated committee of 10 volunteers created a beautiful evening for the young women and their families that raised \$115,000 to support F&CS.

## VALLE MONTE LEAGUE

The December 2004 Christmas Tree Elegance celebration presented by Valle Monte League was even more special than usual because it marked the 50th anniversary of the League's fundraising support of Family & Children Services. The millions of dollars raised over this long partnership have provided essential funds to sustain F&CS's mental health services.

During the 37th Annual holiday event, Valle Monte League's committee of more than 120 women, chaired by Kathie Fox and Anne Noller, brought together more than 5,000 guests over four days of festivities.

# 2004 - 2005 DONORS

Family & Children Services extends its warm appreciation to the generous donors who have invested in our programs and services between July 1, 2004 and June 30, 2005. Contributions from individuals, foundations, and corporations make our work possible. Below we are pleased to recognize donors of \$100 or more. We value gifts of all sizes and the community commitment that they represent. We regret the omission or incorrect listing of any names.

## FOUNDATION AND CORPORATE SUPPORTERS

### Platinum Partners

*\$100,000 and above*

The Health Trust  
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### Gold Partners

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

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### President's Circle

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### Family Circle

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“In 30% to 60% of families that experience domestic violence, children also are abused\* (some estimates of this co-occurrence are even higher).”

— State of California Dept. of Justice, California Criminal Justice Profile, 2003.



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# A GUIDE TO OUR PROGRAMS



Family & Children Services serves more than 8,000 children, teens, and adults annually at 150 locations through the following programs and services:

- **Counseling Services** - for individuals, couples, or families, and group therapy for mental illness and emotional distress. Specialty services are available for the gay, deaf and hard of hearing, homeless, Spanish-speaking, and South East Asian populations, and individuals infected and affected by HIV/AIDS.
- **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** – management and staff training, conflict mediation, and on-site trauma response for San Mateo and Santa Clara County workplaces.
- **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 population, including counseling to individuals, couples, and families, group therapy, psychiatric evaluation, and medication monitoring.
- **HIV/AIDS Counseling** – comprehensive mental health services for those both infected and affected by HIV or AIDS.
- **Independent Living Program** – 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, adults, individuals infected with HIV/AIDS, and clients with serious mental illness.
- **School-based Services** – on-campus mental health, staff training and education, violence prevention, and family support services to children, families, and staff. Services are also available for deaf and hard of hearing and severely emotionally disturbed children and teens.
- **Seriously Mentally Ill Services** – mental health counseling for mentally ill children, teens, and adults and deaf and hard of hearing.
- **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 and Professional Training** – workshops and seminars for corporations and community organizations addressing topics such as anger management for children, teens and adults, violence in the workplace, and balancing work and family. Also continuing education courses for clinicians.
- **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 to families of low-income for the purchase of a used car. The program assists families who would not ordinarily qualify for loans and provides them with budgeting and banking education to increase their self-sufficiency.

# YOU CAN HELP STRENGTHEN INDIVIDUALS FAMILIES & COMMUNITIES

Investments of funds, resources and time make possible F&CS' services for individuals, families, and communities. We invite you, your family, your company, or your organization to join with us in our work.

Here are some ways to become involved. Please give us a call to discuss these or other possibilities at 650-326-6576.

- Make a monetary donation – Check, cash, and credit card donations of all amounts strengthen our funding base. For your convenience, we also offer secure online donations through our web site [www.fcservices.org](http://www.fcservices.org).



- Invest in the future – Your gift to the Endowment Fund ensures F&CS' long-term stability.
- Donate an item from our Wish List – Call us to find out what items our clients and programs need.
- Join a committee – F&CS is governed by an all-volunteer Board of Directors. We also have marketing and event committees and program-related volunteer opportunities.
- Underwrite a special event or program expense – We invite you to help to grow the Circle of Support Breakfast or to fund life skills classes for youth, parenting classes, and more.
- Share this Annual Report with a friend or colleague – Our friends are our best ambassadors. Thank you for introducing others to F&CS.
- Invite us to speak – We welcome the opportunity to speak about our work and local mental health issues with service, professional, or philanthropic organizations.



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LMFT, MBA

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**FAMILY &  
CHILDREN SERVICES**

**FAMILY & CHILDREN SERVICES'  
LOCATIONS**

**Palo Alto**

375 Cambridge Avenue  
Palo Alto, CA 94306  
(650) 326-6576

**San Jose**

950 West Julian Street  
San Jose, CA 95126  
(408) 292-9353

**Campbell**

One West Campbell Avenue  
Campbell, CA 95008  
(408) 374-9220

In addition to the locations mentioned above, Family & Children Services provides services at more than 150 sites, including schools, childcare agencies, corporations, and community-based organizations.

Visit us online at  
[www.fcservices.org](http://www.fcservices.org)

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