

Winter 2007

HIGHLIGHTS FOR
FRIENDS OF FAMILY &
CHILDREN SERVICES



Strengthening individuals.
Strengthening families.
Strengthening communities.



FAMILY &
CHILDREN SERVICES

Dear Friends of Family & Children Services,

Sitting down to write my first letter as President & CEO of this agency allows me to reflect upon my first few exhilarating months. Not only am I new to the agency, I am also new to California, having come from northern Michigan.



My family and I are situated in our new home in Half Moon Bay, which reminds us of the time we lived on the coast of Maine. We are avid sailors and look forward to exploring the coastline of this beautiful state. I am grateful to all who have made us feel so welcome.

The initial positive impressions I had of the agency while interviewing have not diminished. I am continually amazed at the high caliber of the staff, which is extremely well-qualified to serve the most vulnerable in our community. Their commitment to excellence and their passion for the work they do is undeniable. I am also in awe of the dedicated members of our Board of Directors, who devote countless volunteer hours to provide oversight and guidance for our organization.

The Board is a highly engaged and energized group. In fact, I am pleased to announce that one of its most active members, Barbara Pugliese, will be joining our senior staff as our Chief Operating Officer. We are sorry to lose her as a Board member, but warmly welcome her to our staff.

The senior management team and Board are collectively looking at some of the themes we want to carry forward as we take Family & Children Services into the

Our mission is to build strong, safe, and self-sufficient individuals, families, and communities.



future. We are evaluating what we consider our "centers of excellence" and our best practices, and using this information to shape our strategic direction.

There is so much good to work with here. I consider it both an honor and a pleasure to be serving my new community through Family & Children Services. I look forward to communicating with you through future letters and also hearing from you.

Sincerely,

James J. Welsh, MSW
President & CEO

May's Circle of Support Breakfast to Feature Dr. Mike Riera

You're invited to the Fourth Annual Circle of Support Breakfast! The event committee is delighted to announce parenting expert, Mike Riera, PhD, will provide the keynote address: "The Hidden Logic of Children and Teenagers." The breakfast will be held on Thursday, May 10.

"Last year's event sold-out and set a new record for the breakfast's fundraising success. We invite everyone to come hear this wonderful speaker, while supporting Family & Children Services' work," said Event Chair Carrie Drake.

Dr. Riera is a popular speaker and appears regularly to audiences of parents both in person and through the media. He makes frequent appearances on *CBS The Saturday Early Show*, where he hosts an "Ask Mike" segment responding to parenting questions, and presents a daily radio program,



Maggie Pringle and 2007 Event Chair Carrie Drake at the 2006 Breakfast

Family Talk, on Icicle Networks. Dr. Riera is also the author of several books, including *Field Guide to the American Teenager* and *Uncommon Sense for Parents with Teenagers*. Since 2004, Dr. Riera has served as Head of School at Redwood Day School in Oakland.

Sponsorship and underwriting opportunities are now available. For event information, please call Maryanne McGlothlin at 650-326-6576 or send an email to info@fcservices.org.



SAVE THE DATE!

Thursday, May 10, 2007
8am-10:00am

Crowne Plaza Cabaña Hotel
4290 El Camino Real, Palo Alto

A portion of the ticket price will be tax-deductible.

CHAIR OF THE BOARD HONORED

Christine Curry, Chair of the Board of Directors, was celebrated on November 17 as a Distinguished Volunteer Fundraiser at the Association of Fundraising Professionals Silicon Valley Chapter's National Philanthropy Day luncheon in San Jose. Christine's husband Mike Curry and her friends Elizabeth Stewart and Nan Gjestland



Mike and Christine at the AFP Luncheon

joined Board members Jon Kaplan and Lynette Mandal in applauding Christine and the other honorees at the inspiring lunch.

"The Association of Fundraising Professionals Silicon Valley Chapter is doing a great service by fostering and recognizing this important Board role. We thank the members of our Board and Advisory Board for their dedication to supporting our mission," said Jim Welsh, President & CEO, who also attended the luncheon.

Hard of Hearing Program now formally serves as the resource and referral service for families in Santa Clara County with children from birth to five who are diagnosed as Deaf or Hard of Hearing (HOH). Health providers will connect families to Family & Children Services as soon as a diagnosis is made, enabling our professionals to get help to families right away. Approximately 90% of children who are Deaf are born to hearing parents, many of whom have never met a person who is Deaf.

Positive Solutions, our child abuse and domestic violence prevention, intervention, and treatment program, is offering classes as part of a free parenting education series funded in part by FIRST 5 Santa Clara County at Mountain View-Los Altos Adult Education.

"We are pleased to have this new venue for reaching parents in Mountain View. These classes reduce parents' stress by increasing their confidence, preparing them for children's developmental stages, and giving them tools to be the parents they want to be," said Victoria Colligan, Director of the Positive Solutions program.

FAMILY & CHILDREN SERVICES ANTICIPATES 211 REFERRALS

Family & Children Services looks forward to serving more individuals and families who learn of our services through a new resource for Santa Clara County. The telephone hotline, 2-1-1, an initiative of United Way Silicon Valley, launched in mid-February. The free telephone service connects callers to critical services, as well as to volunteer and giving opportunities. The service is available 24 hours per day, seven days a week, in several languages.

NEW COLLABORATIONS WITH FIRST 5 SANTA CLARA COUNTY



Family & Children Services is excited to expand two of its programs in partnership with FIRST 5 Santa Clara County. The Deaf &

Your Knowledge Can Enrich Our Work

Have you considered Board or committee service?

Family & Children Services is seeking qualified community members to join the Board of Directors and/or its committees. As a member of the Board of Directors or of a specific Board committee, you will work closely with dedicated men and women who are making a real difference in our community. Our Board and committee members include a wide range of community leaders and business professionals.



Board members Alice Nuzzo and Robert Roskoph at the Fall 2006 Board Retreat

"I joined the board of F&CS after many years away from my prior experience counseling and working with children. Having been responsible for a group of 9 to 11 year olds at a residential childcare facility, and, during law school, counseling young victims of child abuse, I was looking for an opportunity to return to the field in a meaningful way. As a



Board member, I have the opportunity to assist F&CS and, through the agency, the many beneficiaries of its varied programs and services," said Robert K. Roskoph, an estate, tax, and business planning attorney with Roskoph Associates Professional Corporation, who joined the Board last summer.

"Joining a committee is a good way to get to know the agency better while making a substantial contribution to our mission," adds Jon Kaplan, chair of the Board's Development & Governance Committee. Committees accepting new members include Audit, Development & Marketing, Finance, and Programs.

For more information, please contact Jon at 650-723-0913 (days) or jmkaplan@stanford.edu. We welcome referrals, too.



Bringing Mental Health Care into the Workplace

"Clients who come to us through the EAP [Employee Assistance Program] benefit have very similar reasons as those of our general counseling clients. They are dealing with such issues as depression, anxiety, concerns about raising teenagers, and relationship issues. Having access to confidential counseling through their workplace helps individuals get care by making it accessible and simple," said Bob Foglesong, coordinator of Family & Children Services' Employee Assistance Program (EAP).

Family & Children Services launched its EAP more than 10 years ago. Since then, we have partnered with area employers, large and small, to provide mediation services, crisis counseling, consultations about employee performance issues, and on-site presentations on work/life balance, interpersonal communication, and other topics. Employees at these companies receive access to a specified

number of confidential counseling sessions at no cost to them.

One couple was anxious about how to tell their two sons they had decided to move the family to another state. When a colleague suggested they use the EAP benefit, they leapt at the chance for help. The F&CS therapist served as a sounding board for their fears and concerns. He used his expertise in children's development stages and family communication to help the parents plan how to present the move to their kids, so that it would feel safe. By the end of their covered sessions, the parents felt ready to have the conversation with their sons.

Often employees make appointments because they suspect something is wrong emotionally or psychologically, but are not sure of the cause. They may need support to overcome addictive behavior, or find that exhaustion and hopelessness are affecting their work performance and personal relationships.

"When we diagnose an EAP client, we review what the diagnosis means and what we recommend for treatment. The client may choose to continue with us, in which case the process is seamless, or to be referred to other options," said Julie Daul, Director of Program Services. "We are glad to support the mental health of more members of our community through EAP."

EAPs Benefit Employees & Employers

Family & Children Services is now accepting new business clients to our EAP. We encourage employers who feel priced out of the EAP market to contact us and explore our program and rates. In addition to offering the benefit to larger companies, Family & Children Services caters to small employers with fewer than 200 employees through its Small Business Consortium.

In this era of ever-increasing health and benefit costs and competition for qualified employees, offering an affordable benefit like the EAP that helps keep employee productivity high and boost retention rates, can help employers stay competitive. Our clients also appreciate the ease of contacting

us directly when the need arises for on-site presentations, crisis counseling, and mediation services.

"Family & Children Services' EAP provides our employees an avenue to confidentially talk with a professional counselor to help them with challenges they may find difficult to overcome on their own. Providing this service helps convey to them that we want them to be happy, healthy and productive employees," said Tony Scopelite, Senior HR Representative, CPP, Inc.

To learn more about our programs for companies of all sizes, please contact Bob Foglesong at 650-326-6576 or bfoglesong@fcservices.org, or visit the EAP web page at www.fcservices.org.

AGENCY WEBSITE

Volunteers Share Time and Expertise to Relaunch Agency Web Site

Have you visited www.fcservices.org recently? Through a Service Grant from The Taproot Foundation (www.taprootfoundation.org), our Development & Marketing Department has been working with a dedicated volunteer team of marketing and web professionals to redesign our web site. The new site, which will

launch in early March, features a new look, navigation designed to guide visitors to the information they seek, and more client stories.

"We are excited to launch a new site in advance of our 60th Anniversary next year, and hope our donors, clients, and community partners find the site easy to use and content-rich," said Lani Dorff, Director of Development & Marketing.

The talented team of volunteers included: Janice Cuban, Vera Kark, Daniel McMinn, Tom Nguyen, and Srilekha Srinivisan. Lynette Mandal, Chair-Elect of the Family & Children Services' Board of Directors, also played an integral role in the redesign.



Overflowing Generosity

Family & Children Services was a conduit for holiday cheer and joy to reach our clients in great need again this season. Clients who would have had somber holidays were given a big burst of cheer by donors eager to make sure families had coats, warm clothing, blankets, and groceries during these cool months.

Employees at Barocchi Family Law, BEA Systems, and Novellus Systems, as well as a few local families, adopted a total of seven client families, providing them with warm clothing, blankets, toys, and grocery store gift cards. The Girl Scouts of Santa Clara County contributed new and gently used toys for young clients.



Dawn James and Mary Ellen Macias of BEA Systems

"This is my Christmas," said Lou McKenzie, who has coordinated the gift collection at Novellus Systems for several years. "Being able to do this is very special."

One family that struggles to get by on social security due to the parents' disabilities could not believe their eyes when they saw their gifts from employees at BEA Systems.

"Is this really for us? I must have been really good this year!" said nine-year-old, Ryan.

Valle Monte League Outdoes Itself Yet Again

The holidays are the time of Valle Monte League's spectacular Christmas Tree Elegance event. As they have for the last 38 years, the members of the League outdid themselves, presenting four days of outstanding events for the thousands of guests. Event chairs Willie Brown and Linda Pfahnl and League President Sandie Maltbie orchestrated the efforts to raise critical funds for Family & Children Services and three other South Bay agencies.

Family & Children Services received a bonus gift in volunteers. Volunteers from Cisco Systems, the fashion design program at De Anza College, and friends and relatives of agency staff and Board members joined us to dress models for two of the event's fashion shows.



Alice Nuzzo, Lynette Mandal, Lani Dorff, Jim Welsh, and Christine Curry at the Grand Ball

Young clients from the agency's Deaf & Hard of Hearing Program and mental health services had the very special treat of attending the Children's Party as guests of the League. The hula hoop show, visit from Santa, singing, and dancing brought huge smiles to faces of children who had never before seen such a party.

Debra Jones, who was a prize winner at Christmas Tree Elegance, donated the ten-foot tree she won to the San Jose office, where it delighted both staff and clients.

What a way to finish the year and start a new one!

Be a Part of Our Work

Giving of time, talents, and funds through Family & Children Services increases resources and opportunities for children, adults, and families in need in our community. We know that individuals and organizations are inspired to become involved in diverse ways. We offer a variety of methods here.

To discuss your ideas or the opportunities below, please contact Lani Dorff, our Director of Development & Marketing, at 650-326-6576 or ldorff@fcservices.org.

You can make a difference by:

Investing funds

The services we provide to schools, childcare centers, health clinics, and community centers are not fully-funded by our contracts. Donations allow us to provide these critically needed mental health and support services to individuals and families in need where they live or go to school, eliminating the barrier of travel to services. This is only one way that your donation makes a difference.

We accept gifts of cash, check, credit card (including through our web site: www.fcservices.org), stock, and life insurance.

Investing time and expertise

Volunteers strengthen and expand our resources. We welcome prospective volunteers to contact us about our opportunities, which include the Circle of Support Breakfast Committee, photography, the Ways to Work Family Loan Committee, marketing and media relations, and the Board of Directors.

Our Speakers Bureau is also available to speak at your community meetings and workplaces on a variety of topics, including our work, trends in services, mental health issues, work/life balance, and managing stress in transitions.

Investing in hopes

Our Wish List contains big and small items that are requested by our clients and our programs. Wishes include equipment for our Deaf & Hard of Hearing program, gently used or new children's books for our San Jose office book closet, and a color scanner.

Investing in our future

Family & Children Services will celebrate 60 years of service in 2008. The Endowment Fund, created in 2006, is designed to ensure the agency provides services for as long as the community has need. Donors invest in the future of the community by donating to the Endowment Fund through cash, stocks, or planned (deferred) gifts, including life insurance, bequests, charitable remainder trusts, and other planned giving vehicles.

"I like the idea that my gift will keep giving, forever. FC&S' Endowment Fund is designed to provide 5% each year towards F&CS activities, while the principal grows faster than the inflation rate. I believe this is a wonderful way to invest in F&CS's future and the health of our communities."

John Harland, Board of Directors
Endowment Fund donor

Family & Children Services extends appreciation and thanks to the generous donors whose support makes it possible for our clients to grow stronger, safe, and more self-sufficient. We are proud to acknowledge the individuals, foundations, and corporations who invested in our community between July 1, 2006–January 15, 2007 at the \$1,000 level or above. We regret the omission or incorrect listing of any names, and thank all of our donors, providing gifts of all sizes, for being part of our work.

INDIVIDUAL SUPPORTERS

President's Circle

\$10,000-\$24,999
Dr. Tasneem Ismailji & Dr. Bala Manian
Mr. and Mrs. Praveen K. Mandal
Mr. and Mrs. John T. Packard

Family Circle

\$5,000-\$9,999
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\$50,000-\$99,999
FIRST 5 Santa Clara County
United Way Silicon Valley
Valle Monte League, Inc.

Silver Partners

\$25,000-\$49,999
Circle of Support
Breakfast Committee
City of Sunnyvale

President's Circle

\$10,000-\$24,999
Bella Vista Foundation
Silicon Valley Community Foundation

Family Circle

\$5,000-\$9,999
American Century Foundation
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\$2,500-\$4,999
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Mr. Kenichi Hoshi

GIFTS IN MEMORY

Remembering Mildred Poole

Mr. and Mrs. Warren Poole

Remembering Geraldine Witt

Mr. and Mrs. Michael Curry

Family & Children Services is a private, non-profit health and human services agency that has served children, teens, adults, and families in San Mateo and Santa Clara counties for nearly 60 years. We offer a wide variety of comprehensive and affordable counseling, education, and prevention programs.

Through collaborations with local schools, childcare centers, county agencies, community centers, health clinics, and workplaces, we are able to serve clients at more than 100 community-based locations, in addition to our offices in Palo Alto, San Jose, and Campbell. Each year approximately 8,000 individuals receive services.

Our range of services includes counseling for all ages, substance abuse treatment, domestic violence and child abuse intervention and offender treatment, life skills preparation for youth exiting foster care, and specialized services for the Deaf and Hard of Hearing, seriously mentally ill, South East Asian community, and those living with AIDS and HIV.

Let Us Hear From You

Newsletter Feedback

We publish this newsletter for you. Please let us know what you would like to read and to see, and how our publications can effectively fulfill your expectations. Would you like to read more or less of something? How is the length? Would you like to see us create an email newsletter?

We look forward to receiving and reviewing your thoughts and suggestions via phone, email, or postal mail:

Maryanne McGlothlin, Marketing Manager
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