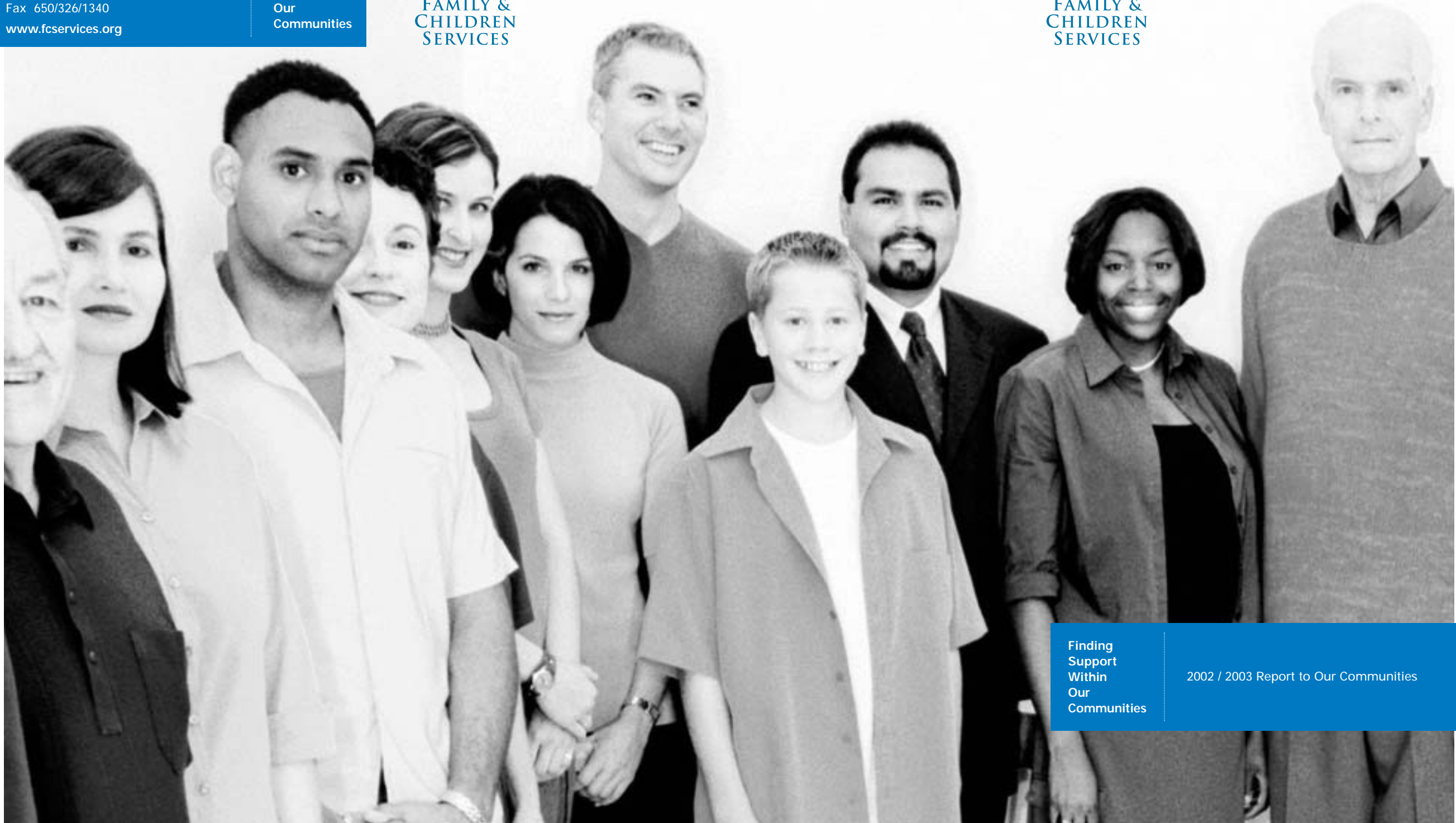


375 Cambridge Avenue
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Tel 650/326/6576
Fax 650/326/1340

www.fcservices.org

Finding
Support
Within
Our
Communities



Finding
Support
Within
Our
Communities

2002 / 2003 Report to Our Communities

Core Values

We will...

provide high quality, consistent services

respect and support co-workers, colleagues,
clients and families

be responsive and adaptive to the needs
of the community

foster a workplace that encourages initiative,
creativity, teamwork and accountability in
reaching our goals

be representative and respectful of the
diverse community that we serve

be trustworthy, and perform our duties with
integrity and within the ethics of our profession

always be mindful that our agency must be
financially secure and sustainable

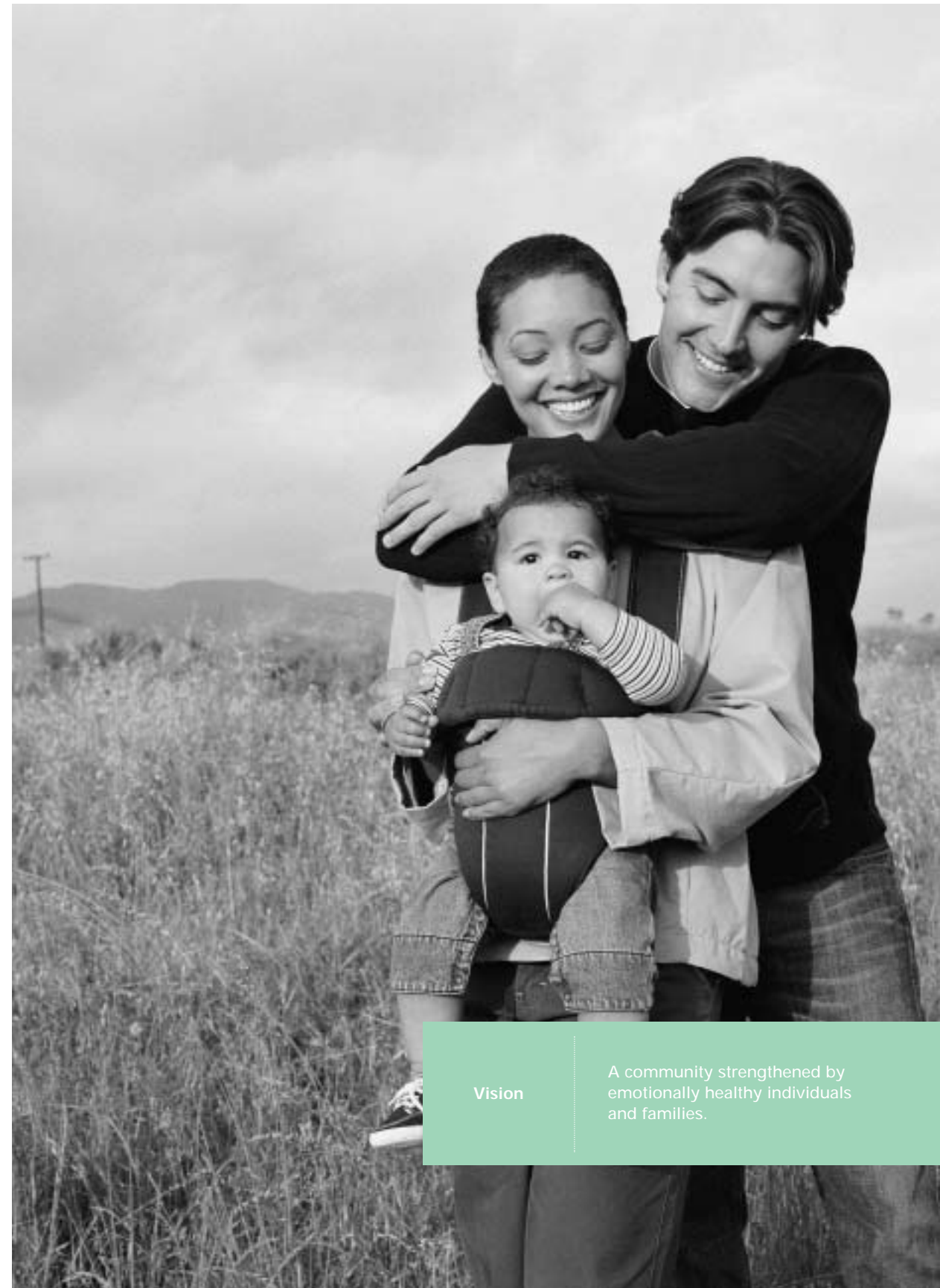
always be good stewards of our clients', donors',
funders', and contractors' trust in us

Mission

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

Vision

A community strengthened by emotionally healthy individuals and families.



Letter from the President and Board Chairs

Dear Friends,

In 2002-2003, despite difficult economic times and cuts across all revenue streams including government contracts and foundation funding, Family and Children Services remained strong, dedicated, and committed to individuals and families in our communities. Similar to the lives of the people we serve, this report celebrates a year of achievements despite ups and downs, and of change. With your support, loyalty, and belief in the work we do, we remain committed to our mission of providing programs and services that support the emotional well-being of our communities.

Highlights of 2002-2003:

- The Families and Schools Together (FAST) program received a grant from Santa Clara County Division of Alcohol and Other Drug Services to implement the program in Alum Rock School District's middle schools. The program is designed for families of elementary and middle school children who have been identified as at-risk for future social, academic or substance abuse problems and reaches out to recently immigrated families who often experience extreme isolation.
- The Family and Children Services contract with the Los Altos School District to work with emotionally disturbed teens at Los Altos High School was increased by 50%. This increase will allow for an additional half-time therapist. The on-site therapists work with teens dealing with a variety of issues including behavior and emotional problems, depression, and personality disorders.
- The agency upgraded its client scheduling and billing database to a new software program called PsychConsult. The program provides fully integrated clinical, billing, financial, and administrative functionality. The process involved transferring information from the old database to the new and training both clinical and business staff on its use. The result is easy-to-use software that efficiently organizes information in one location.
- The agency finalized its new program outcome and performance evaluation service. Results are continually evaluated for program effectiveness. If needed, changes and improvements are made based on the evaluation. In the Deaf and Hard of Hearing Program 80% of the parents reported increased knowledge of the needs of newly identified deaf infants. Results from a survey for Early Childhood Services program showed that 92% of the childcare staff participating in a workshop on the behavior management of children, felt their skills in gaining cooperation and responding appropriately to behavior had improved as a result of their participation.
- President and CEO, Jeanne Labozetta was elected President of the Association of United Way Agencies (AUWA). Jeanne's role is to sustain a positive partnership with United Way Silicon Valley and ensure successful annual campaigns as well as continued support for human services through effective distribution of available funds.
- Family and Children Services Board of Directors drafted a three-year strategic plan to address long term needs of the agency including financial sustainability, facilities issues, staff salaries, training and benefits, and increased visibility in the community.



- Family and Children Services proudly nominated Valle Monte League representative Florence Barker for a Distinguished Volunteer Fundraiser Award from the Association of Fundraising Professionals Silicon Valley Chapter. Agency staff joined Florence's family and friends at the award reception and cheered her on as she humbly received her award. Florence is a role model and inspiration to all and Family and Children Services is continually grateful for her enthusiasm and commitment to the agency.

The individuals and families profiled on the following pages are examples of incredible strength and perseverance and are the true testimonials to the work that we do. Through our Ways to Work program we provide families with low-interest loans for a housing deposit or the purchase of a vehicle, and our Families and Schools Together (FAST) program identifies elementary and middle school children who are at risk for future problems. The true value in the services we provide is in the incredible turn around and life changes that result in the individuals and families we serve.

Big or small, we rejoice in these positive changes and with your continued investment we can continue to provide services that encourage and support these changes. Again, we thank you for your commitment to the agency and look forward to seeing and hearing from you in the coming year.

Sincerely,

Jeanne C. Labozetta, LMFT, MBA
President and CEO

Margaret M. Bradshaw
Co-Chair, Board of Directors

Barbara A. Glynn
Co-Chair, Board of Directors

Programs and Services

Family & Children Services provides counseling, education, prevention, and intervention programs to individuals and families in need.

Center for Changing Families / an innovative program designed to strengthen separated, divorced, and remarried families.

Counseling / for individuals, couples, or families and group therapy for mental illness and emotional distress. Specialty services are available for the gay community, deaf and hard of hearing, 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.

Early Childhood Services / mental health, staff training and education, violence prevention, and family support services to children, families, and staff at childcare facilities.

Employee Assistance Program / counseling, management and staff training, conflict mediation, and on-site trauma response.

Families and Schools Together (FAST) / a proven national program that involves families in circles of support to ensure success in school.

Gay/Lesbian/Bisexual/Transgender Services / mental health services to 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 to 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, teens, adults, families, teachers, and caregivers.

Psychiatric Services / psychiatric evaluation and medication monitoring for children, teens, and adults, individuals with HIV/AIDS, and seriously mentally ill clients.

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.

South East Asian Program / culturally sensitive mental health and case management programs for immigrants from South East Asia, primarily Vietnam and Cambodia, in their native language.

Speakers Bureau/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.

Substance Abuse Services / outpatient alcohol and drug intervention and treatment for adults.

Ways to Work / low-interest loans for low-income families for job-related or educational purposes.

Financial Highlights /

Statement of Financial Position

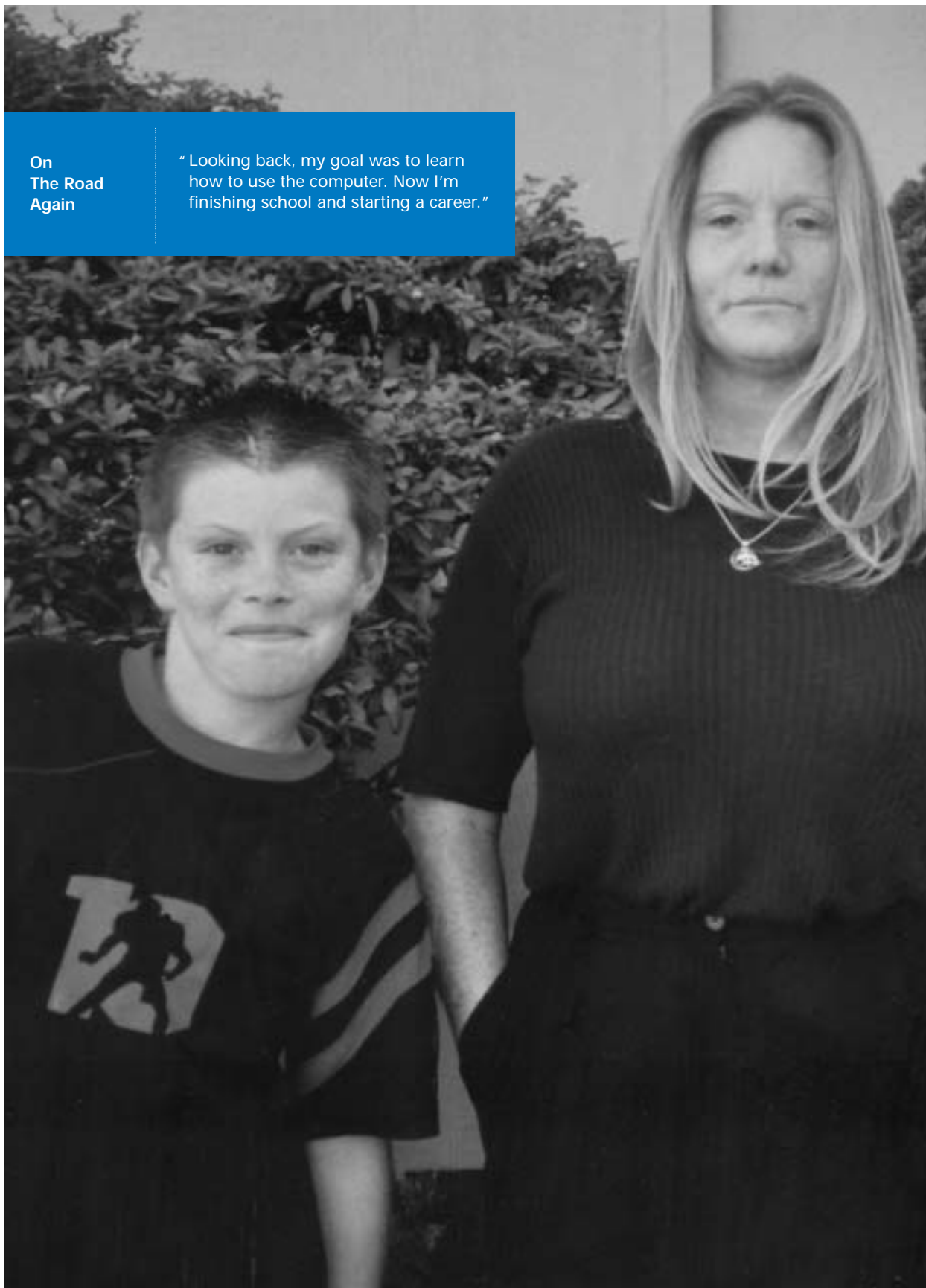
| Assets | as of June 30, 2003 |
|--|---------------------|
| Current Assets | |
| Cash and cash equivalents | \$ 1,055,144 |
| Private patient receivable, net of allowance of \$30,714 | 31,186 |
| Unconditional promises to give, current portion | 350,088 |
| Contracts receivable, net of allowance of \$28,761 | 384,469 |
| Other receivables | 24,340 |
| Prepaid expenses | 62,631 |
| Total current assets | <u>1,907,858</u> |
| Non-Current Assets | |
| Notes receivable, net of allowance of \$10,000 | 117,819 |
| Beneficial interest in assets held by others | 383,506 |
| Property, equipment, and improvements, net | 510,629 |
| Other assets | 32,015 |
| Total non-current assets | <u>1,043,969</u> |
| Total assets | <u>\$ 2,951,827</u> |
| Liabilities and Net Assets | |
| Current Liabilities | |
| Accounts payable | \$ 44,987 |
| Accrued expenses | 257,367 |
| Current maturities of long-term debt | 8,461 |
| Total current liabilities | <u>310,815</u> |
| Long-term Liabilities | |
| Long-term debt, net of current maturities | <u>267,888</u> |
| Total liabilities | <u>578,703</u> |
| Net Assets | |
| Unrestricted: | |
| Undesignated | 1,000,831 |
| Board designated | 337,662 |
| Donor restricted: | |
| Temporarily | 991,184 |
| Permanently | 43,447 |
| Total net assets | <u>2,373,124</u> |
| Total liabilities and net assets | <u>\$ 2,951,827</u> |

Statement of Activities

| Support and Revenue | For the Year Ended June 30, 2003 |
|--|-------------------------------------|
| Support | |
| Contributions and donated services | \$ 543,628 |
| Special events | 439,611 |
| United Way support | 250,089 |
| Other grants/contracts | 215,250 |
| Total support | <u>1,448,578</u> |
| Revenue | |
| County Mental Health | 1,095,933 |
| Counseling - HIV/AIDS | 129,869 |
| Social Services | 303,998 |
| County Drug & Alcohol | 618,568 |
| In-Custody contracts | 82,482 |
| DEAF/Prevention | 64,795 |
| FAST | 69,567 |
| School based programs | 155,420 |
| Program service fees | 788,351 |
| Ways to Work interest income | 8,235 |
| Miscellaneous income | 12,115 |
| Change in beneficial interest in trust | (3,824) |
| Total revenue | <u>3,325,509</u> |
| Total support and revenue | <u>\$4,774,087</u> |
| Expenses | |
| Program Services | |
| Mental Health/Medi-Cal | \$1,157,903 |
| Counseling | 886,092 |
| Independent Living Skills | 202,515 |
| Drug and Alcohol Treatment Services | 695,202 |
| HIV/AIDS | 166,944 |
| Positive Solutions | 624,482 |
| FAST | 168,194 |
| School Based Services | 302,991 |
| Ways to Work | 176,993 |
| Child Care Based Services | 97,350 |
| Total program services | <u>4,478,666</u> |
| Support Services | |
| Management and general | 304,208 |
| Fundraising | 360,655 |
| Total support services | <u>664,863</u> |
| Total expenses | <u>5,143,529</u> |
| Change in net assets | <u>(369,442)</u> |
| Net assets, beginning of year | <u>2,742,566</u> |
| Net assets, end of year | <u>\$2,373,124</u> |

On The Road Again

“Looking back, my goal was to learn how to use the computer. Now I’m finishing school and starting a career.”



Case Study One /

Recently sober and adjusting to a new life with two active, growing boys, Jonna Whipps was on the go, shuttling between home, school, and activities. For her, this meant using public transportation and riding up to nine buses per day to get herself and her sons where they needed to go. “At times it was exhausting and I knew I needed to find a vehicle of my own,” says Jonna.

Jonna learned about a program at Family and Children Services called Ways to Work through her social worker. At first she was skeptical. “I was just getting back on my feet and didn’t want to put myself into debt,” she says. However, the program director walked her through the entire process step-by-step and with her support and encouragement, Jonna financed a vehicle with a 4% fixed interest rate. She recalls that it was truly a family event, with her sons, Justin age 12 and Devin 10, choosing the car. After two years, the car needed repairs that exceeded its value and Jonna again turned to Ways to Work to finance the purchase of a second car.

The Ways To Work program provides low-interest loans to low-income families for automobile purchase or repair, housing deposits and move-in expenses, childcare expenses, and job related tools or uniforms. Participants also receive credit counseling and assistance in budgeting and managing expenses. Low-income working parents or parents in school or vocation training in Santa Clara County with children under the age of 18 are eligible.

With the purchase of a car, not only has Jonna been able to spend less time navigating the public transportation system and more time dedicated to her studies, but she has a new sense of freedom and self-confidence and she proudly celebrates seven years of sobriety.

Since her involvement with Ways to Work, Jonna has earned her GED as well as an Associate Art degree in Administrative Assistance/Office Technology and a degree in Business Administration from De Anza College. She has been the recipient of seven academic scholarships and has earned numerous certificates. She has three courses remaining before she transfers to San Jose State and she feels as if the sky is the limit. “Looking back, my goal was to learn how to use the computer. Now I’m finishing school and starting a career,” she reports proudly.

Ways to Work has not only changed her life, but the lives of her sons as well. Their grades have improved and they actively participate in sports and church activities. “I am a role model to them and someone they can look up to,” she says.

Not long ago, Jonna and her boys took their first trip to Santa Cruz. In the past, with no transportation, this is something they would have never been able to do on their own.

For Jonna, life is an adventure and this time around, she is focused on the road ahead and nothing is going to stop her from getting there.

Help
When
You
Need It

"We're working through it and our relationship is better than ever."

Case Study Two /

Susan's 15-year-old son Jeff was causing her a lot of concern. He often refused to go to school and when he did go, she heard from school administration about the trouble he was causing. He would disrupt the classroom and pick fights. Susan frequently had to take time off from work to pick him up from school or to meet with teachers and school staff regarding his behavior. Her boss became concerned about the amount of time she had to be away from work and began to question whether or not her work responsibilities were being met.

Although her divorce to Jeff's father had been finalized over a year ago, Susan noticed that Jeff wasn't the same. He was angry and defiant and lost interest in playing baseball, a sport he loved since he was a young child. Susan kept telling herself that it would get better and promised to spend more time with Jeff.

Unfortunately, things got worse when Susan received a phone call at work from the local police station, notifying her that Jeff had been caught vandalizing a warehouse.

"I felt like I had failed as a parent. My son's behavior was out of control and I didn't know what to do," recalls Susan. The demands of continually disciplining Jeff and working hard to keep him on track began to take its toll on Susan's emotional well-being. She was stressed and often had a loss of appetite and difficulty sleeping. Her ex-husband had recently remarried and she felt like she was carrying the burden as a parent. She was easily distracted and had difficulty performing her job.

One of Susan's co-workers noticed that she wasn't the same and suggested she access their company's employee assistance benefit. At first she was hesitant and felt ashamed and embarrassed to ask for help.

"When I began to lose the ability to cope with everyday frustrations such as traffic during my commute or a long line at the post office, I knew I needed help," confesses Susan.

Through her company, she was referred to Family and Children Services' Employee Assistance Program (EAP). She began attending individual counseling sessions on a weekly basis, working through her anxiety and emotional stress. She and Jeff also began attending counseling sessions together, where they learned to communicate and resolve conflict.

The program is designed to help employees with personal and family problems that may affect their well-being and job performance. Family and Children Services has contracts with both large and small size companies to provide assessment and referral counseling sessions to employees at no cost, when they need help from a licensed professional to get through difficult times.

Services also include management consultation to help managers work through difficult employee performance problems; workshop leaders for on-site workshops on such topics as stress management, violence prevention, and sexual harassment; and mediation to provide neutral, third party professionals who are trained in communication and conflict resolution.

In the event of a tragedy in the workplace, such as an unexpected and sudden death, or a threat of violence or a serious accident, Family and Children Services EAP also provides on-site group counseling led by professionals specially trained in trauma debriefing. This helps employees cope with the trauma and provides assessment for employees who may need additional help.

Susan and her son both continue to attend counseling sessions at Family and Children Services. Susan is once again productive at work and has regained confidence and trust in herself, as well as from management and her co-workers. Jeff's grades have improved and he is playing on his school's baseball team.

"It hasn't been easy, but I realize now how badly we were both hurting from the divorce. We're working through it and our relationship is better than ever," reports Susan.

A Family United

"FAST is a proven national program that involves families in circles of support to promote their children's success in school."



Case Study Three /

Nine-year-old Jamileth Medina was doing well in school and her skills at adopting English as a second language were improving. Her teacher at Kennedy Elementary School in San Jose recommended to her parents, Rodolfo and Lorena, that their family, including Brigitte age 13, Rudy 10, and Estefani 7, participate in Family and Children Services' Families and Schools Together (FAST) program. She felt that their involvement would continue to help Jamileth academically and it would affiliate the family with their children's school.

FAST is a proven national program that involves families in circles of support to promote their children's success in school. The program is designed for families of elementary and middle school children who have been identified as at-risk for future social, academic or substance abuse problems. The entire family participates in weekly sessions of carefully structured, research-based activities with the goal of strengthening families, by promoting bonding, communication, and unity. The program works to reduce school failure and dropout rates, gang involvement, violence, and substance abuse.

Rodolfo and Lorena graciously accepted the invitation and the entire family enthusiastically participated in the eight-week program. They met with other families once a week, participating in activities such as group songs, arts and crafts, communication and parenting-skills building, and a group dinner prepared by one family each week.

While they enjoyed every minute, one of their favorite activities was the individual one-on-one time. Each week 15 minutes is set aside for one parent to interact with their child. Activities can include talking, reading a book together or coloring and drawing pictures. The Medina family also enjoyed the "feeling charades" game and the group dinner.

They looked forward to getting together with other families and report that their participation opened the door to better communication. "We have all learned to get along better and the program has united us as a family," says Rodolfo.

The FAST program teaches skills that improve family dynamics. Effective communication, resolving conflicts in a peaceful way, and the importance of involvement with their child's school are all values passed along through the program. For the Medina family, the benefit was shown by an increase in the children's ability to listen and be attentive, as well as a decrease in conflicts between the siblings. They also began to talk to their children's teachers on a regular basis and to improve their English skills.

This was the Medina's first opportunity to participate in an activity as a family and to become involved in their children's school. After graduating from the eight-week FAST program, they began to participate in FASTWORKS, a program that brings families together once a month to choose topics of interest they would like to learn more about. The group invites individuals from the community to speak on these topics which have included proper nutrition and breast cancer awareness. Rodolfo and Lorena feel blessed to have been able to participate in the program, and have been talking to other parents and urging them to get involved.

"It has affected our relationships with one another and as a family," says Lorena. "Not only are we husband and wife and parents to our children, but we are also friends with each other and with our children. It has reinforced and strengthened our bond as a family."

Due to space constraints, we are only able to list donations of \$100 or more in this report. We regret the accidental omission of any names. Donations listed here reflect the contributions during fiscal year beginning July 1, 2002 and ending June 30, 2003.

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Continuing the Tradition

The Annual Peninsula Ball



The 43rd Annual Peninsula Ball, benefiting Family and Children Services, was held on June 21, 2003 at the Hotel Sofitel in Redwood Shores. Family and friends gathered to honor 30 amazing young women for their accomplishments in academics, athletics, and philanthropy.

The Peninsula Ball is an annual event, rich in tradition, which celebrates the transition of young women as they exit their high school years and move onto college and the next phase of their lives. Since its inception in 1961, the Peninsula Ball has been of vital support to Family and Children Services, donating over 2.5 million dollars to date, to the agency's programs and services on the Peninsula.

Without these vital funds, programs such as Early Childhood Services, which identifies and addresses problems before a child's future is negatively impacted, would not be available in our communities. An individual facing personal obstacles and experiencing heightened stress and anxiety due to a job layoff would not be able to access counseling services and may instead turn to violence or substance abuse. The support of the Peninsula Ball is critical to providing services that improve the lives of children and families in need.

The Peninsula Ball Committee is comprised of an all-women group of volunteers. Currently there are 23 members, many of whom have served on the committee for over ten years. Each member volunteers hundreds of hours each year to make the events and the young women's experience a success.

In addition to the Peninsula Ball, committee members organize an orientation session for the young women and their parents. It is held at Family and Children Services and provides new members with an opportunity to see the agency and hear more about the services they provide. It gives them a sense of pride in their contributions to the community and makes them aware of the importance of community service.

In addition to Ball proceeds, each year the Peninsula Ball debutantes donate more than 100 beautifully decorated Easter baskets to clients of Family and Children Services. The debutantes purchase items such as toys and personal care products and then get together one evening to assemble them. Committee members oversee the creation of the baskets and deliver them to the agency. The recipients of the baskets are low-income women and children who often lack these basic necessities.

Other events include "Personnel Savvy," a life skills workshop, as well as a mother and daughter tea who's attendees also include women such as teachers, aunts or friends who have had an impact on the young women's lives and served as a mentor to them.

In addition to these events, the committee members strive to make the Peninsula Ball more than a party for these young women and their families. It is their goal to instill in them, a philanthropic spirit and the importance of giving to your community. The success of the Peninsula Ball is proof that hard work, dedication, and innovative approaches make a difference in our communities.

Family and Children Services would like to thank the Committee and the debutantes for their support in 2002-2003.

Taryn Mary Elizabeth Appelblom, Hilary Petersmeyer Bagshaw, Meghan Elizabeth Beattie, Kaitlin Marie Beaver, Jessica Kathryn Berry, Lauren Elizabeth Blears, Melissa Jeanne Boldrey, Jacqueline Margot Bors, Kristen Kimberly Boyert, Allison Livingston Brady, Elizabeth Ann Clark, Claire Amanda Davidson, Emily Anna Dawson, Bayley Scarbrough Dixon, Kathryn Lee Fogelson, Rachel Lisa Franklin, Mallory Navarré Frye, Alison Elizabeth Guichard, Kelsey Ann Kagle, Ashley Anne Kalinske, Megan Christine Martin, Leanne Elizabeth McClafin, Alyssa Murray Mitchell, Kristin Dee Olson, Tracy Eileen Parsons, Hillary Sesnon Rohn, Jaclyn Wilkins Schoof, Elizabeth Anne Steinberg, Lara Zucconi Vanyo, and Emily Jane Williams.



2003 Peninsula Ball debutantes



Peninsula Ball debutantes with their fathers

Nothing
Short
of
Spectacular

Valle Monte League Christmas Tree Elegance



The 35th Annual Valle Monte League Christmas Tree Elegance benefiting Family and Children Services was held the week of December 2-6, 2002 at the DoubleTree Hotel in San Jose. The week featured six exciting events: a Champagne Brunch, a Holiday Office Party, a Morning Coffee, an Afternoon Tea, a Children's Party, and the Grand Ball.

Valle Monte League is an all-volunteer group of 150 women who each year present this popular series of events that annually herald the beginning of the holiday season.

In 1954, Family and Children Services became Valle Monte League's first major beneficiary. Today, proceeds benefit four licensed mental health agencies.

Talented Bay Area designers extravagantly decorate trees laden with gifts valued at thousands of dollars, which are displayed throughout this four-day extravaganza. Through a raffle drawing, individual trees are awarded at the Children's Party, the Holiday Office Party, and the daytime events. The remaining trees are awarded the night of the Grand Ball. Over 5,000 guests from throughout the state annually attend Valle Monte League's Christmas Tree Elegance.

A fashion show, produced by Macy's, is featured throughout the week, and each year, Family and Children Services staff and Board members volunteer to assist the professional models in preparing for the show. Sometimes hectic, but always fun, it's an opportunity to catch a glimpse of the fashion world. Each year, Valle Monte League graciously donates a table at the Children's Party. Dressed in their holiday best with outfits donated by Bloomingdale's at Stanford, five agency clients, along with staff and board member chaperones, attend the event, which includes a visit from Santa, entertainment, plenty of dessert, and a gift for each child. The week culminates with the Grand Ball, a black tie event featuring a gourmet dinner, dancing, and a silent and live auction.

Throughout the week, representatives from each benefiting agency displayed literature on their

programs and services, and were on-hand to answer questions and provide information. This was the first time this had been implemented and it proved to be a successful and informative opportunity for attendees to learn more about the agencies their proceeds benefit.

Family and Children Services would like to thank the Valle Monte League for their support in 2002-2003. Without their funding, programs such as Early Childhood Services, Families and Schools Together (FAST), and Positive Solutions would not be available to individuals, children, and families in Santa Clara County.

Words alone cannot express our appreciation to 2002 VML President Kathie Fox, 2002 Christmas Tree Elegance Chair Ingela Butters, liaisons Florence Barker and Doreen James, and the hardworking and dedicated League members.



Left to right - Lani Dorff, Jeanne Labozetta, and Kathie Fox enjoy the Grand Ball.

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Agency Locations:

Campbell Office
One West Campbell Avenue
Suite D40-41
Campbell, CA 95008
(408) 374-9220 tel
(408) 374-9360 fax

Palo Alto Office
375 Cambridge Avenue
Palo Alto, CA 94306
(650) 326-6576 tel
(650) 326-1340 fax

San Jose Office
950 W. Julian Street
San Jose, CA 95126
(408) 292-9353 tel
(408) 287-3104 fax

www.fcservices.org