



FAMILY &  
CHILDREN SERVICES

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*2nd Annual Dream Day*



*A True Partnership*



*Breakfast of Champions*



*New positions for F&CS staff*



## FAMILY & CHILDREN SERVICES

### About Us:

Family & Children Services provides counseling, education, prevention, and intervention programs to individuals, children, and families throughout San Mateo and Santa Clara Counties. Specializing in programs for targeted populations, F&CS is the community leader in treatment and prevention for drug and alcohol abuse, family violence, mental health problems, living with HIV/AIDS, severely emotionally disturbed youth, and employee assistance programs. Additionally, the organization provides counseling for families facing separation and divorce, low interest loans for transportation and housing to promote family self-sufficiency, and intensive case management and assistance for former and current foster care youth. Services are provided at no cost or on a sliding scale at the agency's service centers, school campuses, childcare facilities, homeless provider centers, health clinics, jails, and corporate offices.

Serving 10,000 children, teens, and adults at more than 200 locations, Family & Children Services strengthens the emotional health and well-being of our community.

#### Mission

The mission of Family and 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.

Dear Friends,

As we transition from one fiscal year to the next at Family & Children Services, we undergo the critical process of evaluating our state of affairs. Did we accomplish our goals? Did we make a positive impact on our community?

As you will read in the pages of this newsletter, we enjoyed many successes this year. Family & Children Services served more than 10,000 children, teens and adults, and we provided culturally competent assistance in languages such as Spanish, Vietnamese, Cambodian, Russian, and American Sign Language. We offered crucial help for little or no cost to the less fortunate among us. We persevered with our mission of strengthening the emotional health of our community, despite facing a tough economy and budget cuts from the state and federal governments.

Creativity, entrepreneurial spirit, and working together are key components of success when facing growing needs and limited resources. When I reflect on our ability to successfully serve our neighbors over the past year, I am inspired by the synergy created by the many different members of our community. Years ago, we envisioned an agency that would facilitate the convergence of many entities. Today, we are practicing that vision as donors, volunteers, clients, schools, childcare providers, the justice system, corporations, and our staff work together for healthy individuals and strong families.

Through the altruistic support of volunteer organizations such as Valle Monte League and the Peninsula Ball Committee, Family & Children Services aids emotionally disturbed young children and adults struggling with poverty and/or domestic violence. Our corporate partners, such as Target Sunnyvale and Wells Fargo, provide monetary donations as well as seemingly limitless in-kind goods and services for youth and families participating in our Independent Living Program, Ways to Work, and FAST Program. And our Board Members, individual donors, and volunteers offer time, financial support, and resources so that Family & Children Services can continue to provide the highest quality of care to the most vulnerable in our neighborhoods.

The dedication of our entire extended family ensures the success of Family & Children Services. Continuing to work together, shoulder-to-shoulder and hand-in-hand, we build stronger families, a healthier community, and a better world.

Thank you for choosing to be part of our Family.

Sincerely,

Jeanne C. Labozetta, LMFT, MBA  
 President & CEO  
 Family & Children Services

## School-Based Services /

02

### F&CS Holds 2nd Annual Dream Day for Low-Income Children

On Saturday, April 24th, Family & Children Services held the **2nd Annual Dream Day** for students at **Washington Elementary School** in San Jose. The event—consisting of activities and workshops for 3rd, 4th, and 5th graders—offers local children the chance to explore interests in a variety of fields such as music, dance, robotics, medicine, creative writing, gardening, and martial arts. More than 30 children participated in Dream Day 2004, with 26 parents and volunteers enjoying the activities as well. Economically disadvantaged and facing limited exposure to life's options, the children attending Dream Day build confidence, generate optimism for the future, and learn to dream BIG.

*"The parents were impressed with the level of engagement of the students and were excited to see their children shining in different ways." / Carlos Acosta / Washington Elementary School Principal*

Heather Chapman-Henry, LCSW, serves as the Washington School Counselor and the Program Coordinator for our Early Childhood Services program. She witnesses first hand the need for encouragement, exposure, and opportunity in a

child's life. As the "Dream Day" creator and organizer, Chapman-Henry notes, "Working with these kids over the last four years, I have found that many of them lack hope for their future and lack belief in their own skills and talent. When I ask many of them what they dream about for their future, they simply can't answer. Dream Day helps unleash those hidden talents, interests, and aspirations." Our **School-Based Services** serve 1400 clients per year, offering mental health counseling, training and education, violence prevention, and family support services to children, families, and staff at schools in our area.

In addition to the positive impact on the children, Dream Day brings together the extended community, relying on volunteers, organizations, workshop leaders, parents, and school administrators to create a very special experience. Principal of Washington Elementary, Carlos Acosta comments, "I believe this is not only great for the students and their families, but for the community at-large." Indeed, by bringing together many facets of the community to encourage and support the dreams and potential of our next generation, Dream Day benefits us all.



*Dream Day encourages children to dream big, and this participant dreams of a future in medicine*



*Washington School Dream Day participants experimenting with robotics*

03

## Friends of the Family /

### Friends of the Family – Robert and Edie Kirkwood

#### *Palo Alto Couple Believes in Nurturing and Support for At-risk Children*

"We feel very strongly that we need to prepare children to start school, both emotionally and intellectually," states Edie Kirkwood, an active Silicon Valley philanthropist and volunteer. Edie and her husband, Bob, are longtime supporters of the Early Childhood Services program operated by Family & Children Services.

The Kirkwoods view child development as a key factor in building a better community. Demonstrating a clear understanding of early childhood issues, Edie affirms, "Beyond the academic lessons in preschool, young children need nurturing and support from parents and caretakers to help with socialization, intellectual readiness, and the ability to succeed."

Early Childhood Services (ECS) offers low-income, at-risk preschool aged children and their families a chance to succeed and thrive as healthy, well-adjusted members of society. Unfortunately, even children at the tender ages of 2 or 3 years old can experience depression, anxiety, and extreme behavioral problems. Through individual child assessments and intervention, parent education training and workshops, individual and family counseling, and training of childcare providers, the ECS program's early intervention increases the likelihood that high-risk children will achieve school readiness and ultimately reach their full potential.

*"Young children need nurturing and support from parents and caretakers...those first few years are so important to a child's ability to succeed." / Edie Kirkwood / Friend of Family & Children Services*

As a dedicated advocate for early childhood issues, Bob also serves on the Board of Directors for Kids in Common, a local organization working toward a safe and healthy environment for Silicon Valley children, with abundant opportunities for social, emotional, and intellectual growth.

In addition, the Kirkwoods lend their support to a variety of other community organizations—Bob serves on the Board for Peninsula Open Space Trust and Edie is the Board Chair for Silicon Valley Council of Nonprofits.

The support of patrons such as Bob and Edie Kirkwood enables Family & Children Services to maintain programs such as ECS, and provide critical services to the youngest and most vulnerable in our community. Thank you, Bob and Edie. We are honored to have you as Friends of the Family!



*The Kirkwood's support of Early Childhood Services gives everyone something to smile about*

## Featured Program /

Independent Living Program

04

### Matchmaker, Make Me a Match

*Independent Living Program & Wells Fargo Embody True Partnership*

In the fall of 2003, Family & Children Services approached **Wells Fargo** with a grant request, based on the reputation of Wells Fargo as an active community supporter. Wells Fargo was impressed with the agency's **Independent Living Program** serving foster care youth, and made a generous \$10,000 contribution to the program. Following the delivery of the grant, a unique partnership was forged that has surprised and rewarded all parties involved. In a model of true community building, employees of Wells Fargo have become treasured resources—and friends—to the youth in the program.

### The Independent Living Program (ILP)

provides intensive case management, resources, and skill building for a particularly vulnerable population—current and former foster care youth. According to the California Department of Social Services, almost half of the youth that are under child welfare supervision have had at least five placements and have been in care for more than 5 years. ILP serves youth who are preparing to exit from foster care, group homes or a relative placement, as well as those who have recently “emancipated” (been legally declared self-sufficient). More often than not, these youth lack outside support, encouragement and nurturing.



*Wells Fargo staff Lorraine Flores and Kevin Pham with Diane Tiongson and ILP Director Emily Cambra*

ILP becomes a bridge to adulthood, assisting participants with vocational training, job searches, college applications and financial aid, housing, and health issues among other things.

When evaluating potential grant recipients, Wells Fargo looks for organizations making an impact on the community as a whole. In discussing the grant to ILP, **Alex Torres**, Community Development Officer for Wells Fargo, states that he was impressed by Family & Children Services dual approach to helping the youth. *continued p13*



*ILP graduation celebration with youth and Wells Fargo staff*



*Wells Fargo's Lorraine Flores and Tami Barragan of ILP*

05

## Staff Spotlight /

Emily Cambra

### All-Star Staff: Emily Cambra

*ILP Director Wins Award and Accolades*

Recently named the Dorothy A. Miller Field Education Supervisor of the Year from San Jose State University, Emily Cambra “puts in more than just hours and time, she puts her heart into her career,” according to her staff. Family & Children Services extends a warm CONGRATULATIONS to Emily Cambra for winning the prestigious award and we offer our sincere appreciation for the incredible work she does as Director of the Independent Living Program.

Growing up in San Jose, Emily Cambra wasn't like other teens her age—she knew a career in Social Work was in her future. While most youth haven't chosen a college, much less a major, Cambra had already decided she wanted to work with kids. While early on she saw herself working with small children, as she attended college and gained experience, she realized that helping teens was her calling. Working at Blackbird Elementary School, in childcare facilities, and with after school programs didn't compare with the experience of working as an Intern with foster care youth in the Independent Living Program operated by Family & Children Services.

Graduating from San Jose State University with a Bachelor's in Social Work, Cambra began as an Intern with ILP, and then served as a counselor. In 2003, she was promoted to Program Director. Under her guidance the program



*Emily Cambra and Christy Barrera with prestigious award*

continues to flourish—providing intensive case management, support, and resources to youth currently in or emancipated from the foster care system.

According to Cambra, the most rewarding thing about her job is hearing good news from current and former clients. Whether it is getting into college, finding a job, or just securing a first apartment, Cambra says, “It is awesome to see how we have helped (our clients) grow!”

Whereas many services and outlets for the kids vanish when they turn 18, ILP youth can participate in the program until they are 21 years old. Foster youth must face the loss of foster parents, advocates, social workers, case managers, and

*“Emily is a respectable, kind, caring, and genuine person...her skill to empathize is a skill to emulate.” / Christy Barrera / ILP Intern 2004*

District Attorneys when they become legal adults at age 18. ILP becomes a support system and extended family, offering activities, educational workshops, case management, and much

*continued p7*



*Emily Cambra “puts in more than just hours and time, she puts her heart into her career”*

# Annual Breakfast /

## Emotional Intelligence

06

07

### Breakfast of Champions

#### *F&CS Finds Success, Life Lessons with Emotional Intelligence Breakfast Series*

Family & Children Services is thrilled to report that our **1st Annual Community Breakfast** on Emotional Intelligence was an enormous success! On the morning of May 7th, more than 100 people gathered to hear Frederic Luskin, Ph.D., speak on forgiveness, kindness, and emotional competence.

**Dr. Luskin** is the **Director of the Stanford Forgiveness Projects**, an Associate Professor at the Institute of Transpersonal Psychology, and the author of the Bay Area best selling book, "Forgive for Good". He has a Ph.D. from Stanford University in Counseling and Health Psychology, and inspired the sold-out crowd with the reminder that, "We have an unlimited capacity of what good we can do and how kind we are." Encouraging the audience to abandon negative influences, Dr. Luskin asserted that forgiveness is extolled through all religious traditions and recent research confirms that it has healing powers as well.

With considerable national attention on "**emotional intelligence**" as a key factor in individual growth, Family & Children Services continues to stay at the forefront of issues in the health, psychology and personal development fields. Emotional Intelligence is commonly

defined as the ability to understand and use emotions effectively. Possessing these skills correlates to increased self-reliance, more effective interpersonal relationships, and increased ability to handle stress. While many people are born with high emotional intelligence, these skills can be learned and improved throughout an individual's lifetime. Several schools throughout the country are investigating the addition of emotional intelligence curriculum and training for students with the hope of improving relationships, increasing self-respect, and enhancing academic achievement.

*"To what degree will you make a mark by being kind and compassionate?"*

*/ Dr. Frederic Luskin /*

Family & Children Services subscribes to the concept of emotional intelligence and routinely works to improve the emotional competence of the clients we serve. Through our **Positive Solutions program**, we work to improve the self-awareness and anger management of batterers—breaking the cycle of violence for an entire family. The very young children in our **Early Childhood Services program**—identified as high-risk for emotional disorders—are

nurtured and encouraged to recognize unique skills and self-worth even in the face of poverty, abuse, and neglect.

Indeed, through all of our programs, Family & Children Services strives to strengthen the emotional competence and well being of the individuals, children, and families we assist.

In an effort to provide valuable and timely information to our community, while expanding awareness of Family & Children Services, the Annual Breakfast was the vision of Board members Barbara Glynn and Kenneth C. Frederick. Barbara then took that vision and championed the Annual Breakfast event. Thank you Barbara and Ken!

We would also like to extend our deepest thanks to the Fund Development Committee: Stacey Barsema, Christine Curry, Elizabeth Lucchesi, Lani Dorff, Shannon Turk, and Lynette Mandal for their efforts in planning and facilitating such a wonderful event. Further we would like to thank Dr. Rosaline Vasquez, Family & Children Services Board Chairperson, and Board member Peggy Bradshaw for their thoughtful introduction and comments. And finally, we send a warm thank you to the staff of Gray Cary for providing an excellent venue and assistance.

### *Cambra...continued from p5*

needed encouragement. As Cambra states, "A lot of these kids would be homeless without the resources from ILP."

Cambra doesn't take all of the credit for the success of her program—she is adamant that her staff is invaluable. "We couldn't do what we do without our Interns," she maintains, praising the tireless work of her colleagues. Further, the ILP Counselors are essential to the planning and functioning of the program. Counselors Cecilia Lopez and Tamie Barragan go above and beyond the call of duty in generating new ideas, planning events, organizing outings and lining up guest speakers.

In the end, Cambra's staff returns the praise. ILP Intern Christy Barerra nominated her supervisor for the Dorothy A. Miller Award at SJSU with warm words of admiration and appreciation. In her nomination letter, Barerra says of Cambra, "Emily is a respectable, kind, caring, and genuine person," and "her skill to empathize is a skill to emulate."

Outside of her duties as ILP Director, Cambra has a creative passion—she is an avid scrapbooker. Channeling artistic and inventive energy into pages of photos and memories is her favorite pastime. Cambra divulges that her secret dream job is to sit at a craft store and generate colorful books of pictures and journal entries.

Though she dreams of leisurely arts and crafts, Cambra loves working with the youth of ILP. She positively lights up when she is raving about her staff, relaying a success story, or marveling about the generosity of donors such as Wells Fargo. Family & Children Services congratulates Emily Cambra on her award and for her excellent work. Thanks, Emily, we are lucky to have you!



*Dr. Frederic Luskin, Director of the Stanford Forgiveness Projects, at the podium*



*At the Breakfast the audience listens attentively to the concept of emotional intelligence*



*Peggy Bradshaw, Lani Dorff and Dr. Frederic Luskin at the Breakfast*



Andrea Lewak, Ellen Hayenga, Howard Lagoze, Holly Christensen and Carmen Landeros

❖ *Family & Children Services* is pleased to announce several exciting changes to our organizational structure. **Howard Lagoze** has been named as the **new Division Director of Substance Abuse Treatment Services and the MediCal Mental Health Program** for F&CS. The promotion and division restructure occurred in May, as Patricia Ayers, Director of MediCal Mental Health Services notified F&CS that she would be leaving her position to take a job in her hometown of Gilroy. We thank Patricia for her years of excellent service and, while we will miss her, we wish her the best of luck.

In evaluating our services and current industry best practices, we seized the opportunity to break down the silos of care that often create barriers between mental health treatment and substance abuse treatment. In creating the MediCal Mental Health and Substance Abuse Services Division, Family & Children Services continues offer the highest quality of care for individuals and families, and reaffirms our commitment to pursue integrated, holistic treatment.

New Division Director Howard Lagoze's first order of business was to ensure quality and continuity of care for our clients. To that end, Howard named four current F&CS staff to new roles in the organization. We would like to congratulate **Ellen Hayenga**, Director of

Compliance for Mental Health and Drug & Alcohol programs; **Andrea Lewak**, Clinical Coordinator for Mental Health Services; **Holly Christensen**, Coordinator of Interns, Case Managers, and Training for Mental Health Services; and **Carmen Landeros**, Division Administrative Manager, on their well-deserved promotions.

In addition to implementing best practices in client care, the creation of the new Division proves fiscally sound—creating a noticeable cost savings. As Family & Children Services faces funding cuts from our government partners, the consolidation creates a win-win for all parties.

Congratulations to the staff of the new Division of Substance Abuse Treatment Services and MediCal Mental Health Programs!

❖ Our *School-based Services program* continues to be a community leader! The **Fremont Union School District** selected F&CS as the provider of therapists to therapeutic day classes for seriously emotionally disturbed children. School-based Services offers on-campus mental health, staff training and education, violence prevention, and family support services. Our therapists provide assistance to severely emotionally disturbed children and teens, including those with behavior and emotional problems, bipolar and personality disorders, and depression.

Family & Children Services will staff 6 classrooms with therapists, as well as provide another therapist to work specifically with children diagnosed with Asperger's Syndrome in the **Fremont Union School District**. Special congratulations go to **Julie Daul, Director of Program Services**, in securing this contract. Due to the quality and consistency of our services, Fremont Union School District rejoined our list of clients.

❖ *F&CS Positive Solutions division* has expanded offerings to include domestic violence abusers' treatment programs in Vietnamese. **Positive Solutions** encompasses violence prevention, intervention, and treatment programs for youth, families, caregivers, and teachers. The Domestic Violence program is a 52-week curriculum designed to decrease the incidence of violence perpetrated by one domestic partner on the other and to meet county requirements for convicted offenders. Over the course of the year, sessions may include topics such as gender roles and equity, the dynamics of power and control, and the effects of violence on young children.

The Domestic Violence program is also offered in English and Spanish. Vietnamese sessions are available at the Campbell and San Jose locations of Family & Children Services.

In other **Positive Solutions** news, Program Director, **Victoria Colligan** continues her work with the **San Mateo County Fatherhood Collaborative** as a member of their Board of Directors. The Fatherhood Collaborative was established in 1998 by a group of practitioners, providers, and public and private community organizations that shared an interest in expanding local services for fathers. Goals of the Collaborative include: increasing community awareness and support of fathers and men in the lives of children and increasing the health

and well-being of children by increasing the strength and quality of their relationships with male caregivers. The Collaborative also brings together more than 50 organizations to improve the coordination of family services for fathers and to encourage male responsibility in families.

Activities of the **Fatherhood Collaborative** include activities such as Dad & Me at the Library, Dad & Me at the Park for Father's Day, and Dads Count breakfast events. The Collaborative also supports father-focused pilot projects, educational programs, and lecture series. For more information, visit the San Mateo County website at <http://www.co.sanmateo.ca.us/>.

Through her involvement in the collaborative, Colligan addresses a significant community need directly related to the goals of **Positive Solutions** and Family & Children Services. Additionally, she furthers F&CS efforts to provide leadership and connect with other community organizations to build coalitions and partnerships.

❖ *Family & Children Services continues to build partnerships* on the local government level through vehicles such as the **Family Resources Health Fair for the City of Palo Alto**. The Family Resources Health Fair showcased local non-profit organizations for the City's Ambassador Development Program. Designed to train local residents on the availability of resources and assistance in the area, the Ambassador Development Program is a person-to-person, information-sharing, and community-building component of Family Resources Palo Alto. Family & Children Services presented information to the Ambassadors and answered questions on programs and services available to Palo Alto residents.



ILP staff and youth enjoy a San Francisco Giants game

# Programs & Services /

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## Program Descriptions:

**Counseling** / individual, couples', family, and group therapy for mental illness and emotional distress. Specialty services and support groups are available in English, Spanish, Vietnamese, and American Sign Language.

**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, parent education, staff training and education, violence prevention and family support to children, families, and staff at childcare facilities and schools.

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

**Families & Schools Together (FAST)** / a proven national program that involves recently immigrated families in circles of support to ensure success in school for high-risk children.

**Gay/Lesbian 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, adults, and the deaf and hard of hearing.

**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 for children, teens and adults, 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.

## ❖ Family & Children Services Wish List

**Gift Cards or Gift Certificates** / to Target, grocery stores (Safeway, Albertson's), or drug stores (Long's, Walgreen's) – used frequently to assist families needing essential items such as soap and shampoo, as well as for Independent Living Program youth who are moving into their first apartment.

**Digital Camera and Licensed Copy of Photo Editing Software** / With a high resolution digital camera, we can capture special moments of our programs and events for use in future Newsletters, Brochures, Annual Reports, and other publications. Owning a digital camera and editing software will help cut costs for stock photos and professional photography.



Washington Elementary School students explore martial arts on Dream Day



Dream Day DJ's



Dream Day allows children to explore musical talents

# Fund Development /

Family & Children Services extends a warm thank you to the following list of individuals, foundations, and corporations who contributed \$1,000 or greater between October 1, 2003 and May 31, 2004. We greatly appreciate your generosity and support for the services we offer.

## **Gold Partners (\$100,000 and above)**

The David and Lucile Packard Foundation  
The Valle Monte League  
United Way Silicon Valley

## **Partners (\$50,000-99,999)**

The Sobrato Family Foundation

## **Platinum Family Circle (\$25,000-49,999)**

Peninsula Community Foundation  
Mrs. Cynthia Fry Gunn and Mr. John A. Gunn

## **President's Circle (\$10,000-24,999)**

Cisco Systems, Inc.  
The webMethods Foundation  
The Altos Foundation  
The BEA Foundation  
The Dennis and Stacey Barsema Foundation  
The Peery Foundation  
The Sharks Foundation  
The Valley Foundation  
The Wells Fargo Foundation  
Dr. Tasneem Ismailji

## **Family Circle (\$5,000-9,999)**

American Century Companies, Inc.  
The Dudley-Vehmeyer-Brown Foundation  
The Meribeth Benham Family Foundation  
Palo Alto Weekly Holiday Fund  
The Ishiyama Foundation  
The John M. Harland Family Gift Fund  
Mr. and Mrs. John W. Glynn, Jr.  
Mr. and Mrs. Robert Kirkwood  
Mrs. Margaret Raffin  
Professor and Mrs. George P. Schultz

## **Benefactor (\$2,500-4,999)**

Comerica Bank—California  
The David and Annette Jorgensen Foundation  
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The Parker Family Foundation  
The Steven and Michele Kirsch Foundation  
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Mr. and Mrs. Michael Curry  
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Mr. and Mrs. Praveen K. Mandal  
Ms. Angela Nomellini and Mr. Ken Olivier  
Ms. Carrie Perzow and Mr. Von O. Leirer

## **Patron (\$1,000-2,499)**

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The Keare/Hodge Family Foundation  
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Mr. Wayne Barber  
Mr. Kent Owen  
Mrs. Rosalinda Quintanar-Sarrellana  
Mr. and Mrs. Michael Rose  
Dr. Christopher J. Vasil and Dr. Rosaline Vasquez  
Mr. Andrew D. Zeif and Ms. Melissa Dougherty

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Mr. Kenneth Groth - Mirage Systems, Inc.  
Ms. Carolyn Kelso  
Meka Krishnaveni  
L'Occitane at Stanford Shopping Center\*  
Peninsula Community Foundation\*  
San Francisco Giants  
Target Store - Sunnyvale\*  
Rick Zirplolo - Rabbit Office Automation

\* Denotes ongoing supporters

## Featured Program /

( continued )

### ILP partnership...continued from p4

Torres says, "Not only are you helping the kids with important soft skills through counseling and communication, you teach and reinforce tangible skills, training the kids to be self-sufficient."

Torres also considers the volunteer opportunities available to Wells Fargo staff when evaluating potential grant recipients. According to Torres, "Part of our corporate culture is to emphasize and encourage team members to be a part of the community." Wells Fargo team members Kevin Pham and Lorraine Flores went beyond simply being a part of the ILP community...they became mentors, job coaches, instructors, and even employers for ILP youth.

Since January, Pham and Flores have presented more than 20 workshops and educational sessions for approximately 30 youth. In the initial meetings, topics derived from the obvious, banking-related themes such as budgeting, opening an account, balancing a checkbook and using credit wisely. Over the course of several months, however, Pham and Flores began to build real relationships with the youth and expanded the subject matter to include resume writing, personal presentation, and interview skills—including facilitating mock interviews.

In addition to the workshops, ILP youth enjoyed a guided tour of the Wells Fargo branch on Meridian Avenue in San Jose, including a tour of the vault, introduction to bank staff, and step-by-step walk through of bank services. This personal attention by bank employees helps to demystify the large financial institution and, as a result, several ILP youth (and even a few staff members) have opened accounts with Wells Fargo. The youth also have direct contact information for Pham and Flores, in case they have questions or need further assistance—true "VIP" service!

Both Flores and Pham voice enthusiastic appreciation for the opportunity to work with ILP youth. Flores affirms, "These kids are great, I love working with them. Sometimes

I think I get more out of our time together than they do!" Pham echoes those sentiments when he states, "These kids are amazing. Have you met Diane? She's brilliant and I am trying to get her to come to work for us!"

Pham is referring to 18 year-old Diane Tiongson, a recent high school graduate with aspirations to be an actress. Tiongson is emancipating this summer and will begin living on her own. Though she is a bit nervous, she affirms, "It is a little scary, but thanks to Kevin, Lorraine, and ILP, I know I can do it. They have prepared me, so I know what I need to do." In the meantime, Tiongson, may take Pham up on his employment offer while she attends Evergreen Community College.

Director of Development & Marketing Lani Dorff comments, "The partnership between Wells Fargo and Family & Children Services demonstrates the synergy that can exist between an agency and a funder. It fosters the true spirit of community and is a model for working together to improve the lives of our youth." Pham echoes this clearly when asked why he attended the ILP graduation ceremony on Friday, June 4. "I had to come," he said. "These are my kids!"

*"It is a little scary, but thanks to Kevin, Lorraine, and ILP, I know I can do it. They have prepared me, so I know what I need to do."*

*/ Diane Tiongson /*



*Diane Tiongson, Emily Cambra and Nick Rafferty enjoy the ILP graduation festivities*

## Board of Directors /

Family and Children Services 2004 – 2005

### President & CEO

Jeanne C. Labozetta,  
LMFT, MBA

### Board of Directors

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