



Building
emotionally
healthy children,
youth, and
families.

CHAC

2018-2019 Annual Report



Letter from the Director



Dear Friends of CHAC,

The emotional support and mental health services that CHAC provides for all residents have become more important than ever because our society—very acutely, our youth—is experiencing heightened levels of anxiety. The wellness movement is now recognizing that that wellness encompasses much more than physical health and is emphasizing that **emotional wellness** is equally vital in the pursuit of optimum health as physical health. CHAC is experiencing the impact of these changes, and as one of the larger mental health agencies we are on the front lines of providing help for anxiety, depression, stress, and other widespread issues.

The challenges are steep as the demand for mental health services increases, and I am so proud of the agency and the vital services that our staff provides.

This past year we made many improvements and changes at CHAC. The evidence is clear that supporting those on the front line in the health care field translates to improved outcomes for clients, and thanks to the donated remodel of our building interior from Design For A Difference, we created a more pleasing and productive space for both staff and clients. The new “Clinician Wellness Space” offers our therapists a place to replenish themselves and consult with other professionals on cases. And our clients now experience a warm and welcoming reception area that says, “You are very important to us!”

Last year we also moved into the digital age by implementing a HIPPA-compliant electronic health records system that facilitates our ability to efficiently communicate with a client’s other healthcare providers. We reached out to our community through different types of events that helped spread the word about CHAC, increase interest in what we do, and inspire many to give.

In March, we saw a profound loss for the agency with the passing of our beloved founder, Dodie Alexander, whose vision and initiative helped improve so many lives. Thanks to a generous donor, Dodie’s portrait is prominently displayed as a reminder to continue her important work, remain vigilant to the changing needs in our complex society, and be open to new ways of helping to meet those needs to the very best of our ability.

We know that families benefit from our services, not just because they tell us so but because we use evidence-informed assessments to measure a client’s emotional well-being before and after services. In this way, we capture the impact of our work and ensure that we are providing the most effective care possible. We see for ourselves that children in our schools develop self-confidence as well as interpersonal and coping skills that make them much happier. We see that when social-emotional learning programs are part of a school’s curriculum, participating students perform better in school, their schoolmates are more relaxed, their teachers are happier, and ultimately, our communities are stronger.

Our progress this year would not have been possible without the ongoing support of our donors, whose compassion and understanding of our work will allow CHAC to continue to be an integral part of the health of our communities.

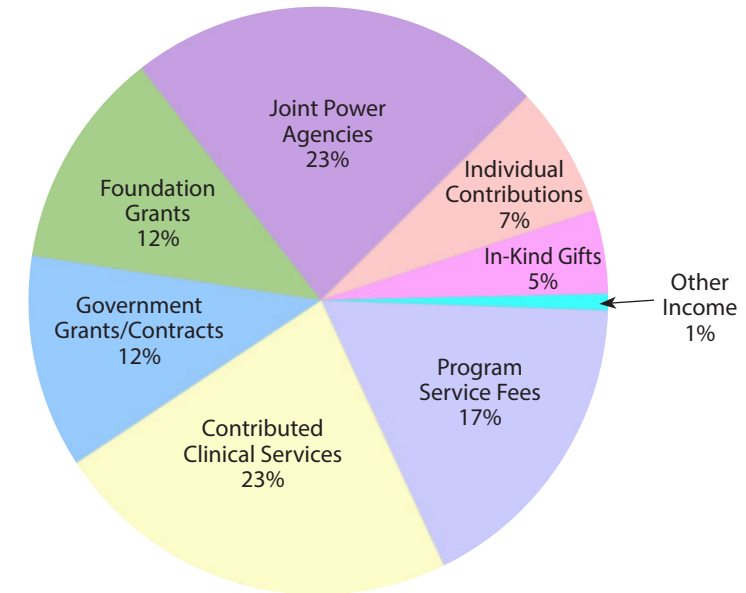
In the following pages, you will see numbers that show how many members of our community are served by CHAC. But we know that you understand that these only tell part of the story. The part that is most meaningful is where lives are truly changed for the better, new doors are opened, and the sky becomes the limit for what an individual can accomplish. We thank you so much for your ongoing support.

With Gratitude,

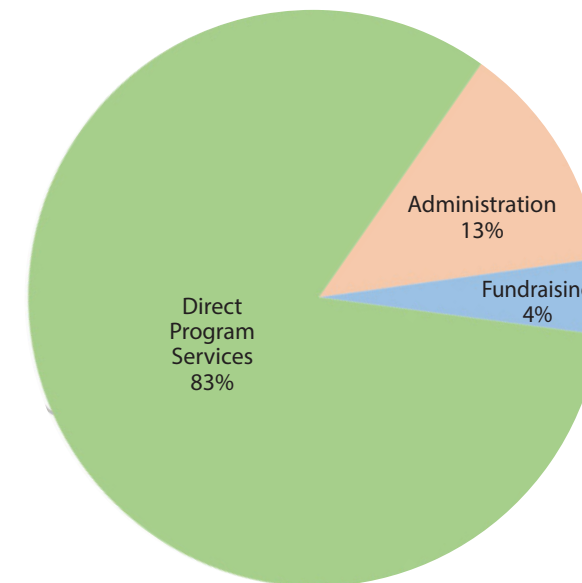
Marsha Deslauriers

The Numbers

Revenues: \$4.055M
Includes Approximately \$200k in Donated In-Kind Gifts of Clinic Remodel



Expenses: \$3.861M
For Year Ended June 30, 2019



A detailed financial statement is available for viewing at chacmv.org.

CHAC Core Value:
FISCAL RESPONSIBILITY



A Guidestar Platinum-Rated Agency



The Year in Review

July 2018

CHAC HQ Gets a Makeover

Design for A Difference®, the first-ever community based, design-driven movement that remodels much-needed spaces at local nonprofits in the U.S. and Canada, generously donated their time and talent to complete the remodel of CHAC's



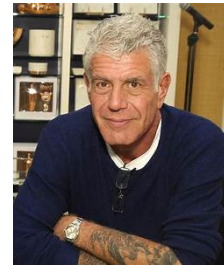
Mountain View clinic—and we couldn't be more pleased with the result! Our waiting area is now warm and comfortable for our clients, which is so integral to the therapeutic process. Our intern training areas have been transformed into Clinician Wellness Spaces where our therapists can unwind from the difficult work they do each day. We are so grateful to Fred Wee and the Design for Difference team for transforming our space into an environment that both staff and clients are happy to see every day. For a list of companies that generously donated towards this effort, turn to page 14.



August 2018

CHAC Benefits from Special Memorial Event

In the wake of beloved chef and travel writer Anthony Bourdain's passing, the staff of Bon Appétit at LinkedIn were inspired to host a benefit at LinkedIn to help bring awareness to suicide prevention. Forty-five LinkedIn associates and guests were invited to the special seven-course dinner, inspired by Bourdain's known favorite dishes and ingredients, from which 100 percent of ticket sales—more than \$6,000—were donated to CHAC. CHAC thanks Bon Appétit and LinkedIn for their generous effort.



Electronic Health Records System Goes Live

As part of our commitment to delivering the very best service to our clients and providing staff with the latest technology and tools to excel at their jobs, CHAC revamped our IT function and implemented a state-of-the-art, HIPPA compliant Electronic Health Record system. This is, and will continue to be, a major transition for CHAC as it allows our clinicians to update and access client records remotely and more easily confer with physicians, psychiatrists, and other care providers.

CHAC Welcomes New Interns

CHAC is one of the largest Bay Area training agencies, a highly sought-after placement for Marriage Family Therapy (MFT), Professional Clinical Counselor (LPCC) Trainees and Associates, and Doctoral level Clinical Psychology Trainees and Interns. In FY 2018-19, CHAC was required to go through an extensive re-accreditation audit for its APA Accredited Doctoral Internship Program, and the result was 10 years re-affirmed accreditation, the maximum status possible. This supports CHAC in attracting the highest quality Masters and Doctoral candidates possible for our unique service learning positions.

➔ *"I was an intern at CHAC for three years. They provided excellent supervision that helped me grow as a therapist!"*

CHAC Core Value:
PROFESSIONALISM

October 2018

CHAC Welcomes the Community

Over the weekend of October 20, friends of CHAC were invited to visit the agency's newly-remodeled office space and enjoy wine, hors d'oeuvres, and a tour of the facility. It was a wonderful opportunity for CHAC's leadership to thank donors for their loyal support, share with them our plans for meeting the increasing need for mental health services in the community, and unveil a portrait of our founder, Dodie Alexander, which enjoys a place of honor in our clinic so that staff members can view it daily and be inspired by her wonderful legacy. Reduce stigma, introduce therapy.



March 2019

CHAC Pays Tribute

It is with great sorrow that we bade farewell to our Founder, Dodie Alexander, who passed away on March 20. CHAC exists because of Dodie's vision. In the early 1970s, this formidable woman took a stand about the needs for healthy alternatives to substance use for kids. She was integral to CHAC's work in these areas and supported CHAC throughout its growth, serving as CHAC's executive director from 1973 to 1992 before moving from Los Altos to Penn Valley, CA. In 1982 Dodie was awarded the Community Service Award, and in 1997 she was named by the *Los Altos Town Crier* to the Honor Role of 50 Who Made a Difference. She was also recognized by the California State Legislature for her many contributions to youth.



CHAC has established the Dodie Alexander Memorial Fund in support of counseling and substance abuse services for our youth, ensuring that her legacy will live on as CHAC continues its important work in this community for which she cared so much.

Changing Lives Together Breakfast Raises \$ for CHAC

CHAC's Second Annual Changing Lives Together breakfast raised **\$35,419** to support agency services. Keynote Speaker **Ronnie Lott** of 49er's fame gave an inspiring talk to the **187** elected officials, public servants, agency supporters, clinicians, staff, and volunteers who attended the event, which was held at LinkedIn in Sunnyvale. In addition to our generous individual and corporate donors, CHAC thanks all who participated to make this event special.





Special Thanks to our Sponsors





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CHAC Core Value:
COLLABORATION



Compassionate Care for a Complicated World

CHAC's programs reflect what we believe in most: the value of each individual, the importance of family, and the necessity of community. We address a variety of emotional challenges that affect children and teens and cause stress within their families including bullying, anxiety, sadness/depression, aggressive or defiant behavior, drug and alcohol abuse, physical and psychological abuse, truancy, domestic violence, gang participation, child custody conflicts, suicide prevention, and economic hardship. Our programs are designed to give young people the greatest chance for success in life by protecting them from high-risk behaviors while building personal assets such as school success, valuing diversity, maintaining good health, and delaying gratification.

Clinical services are provided on a sliding scale fee payment plan and take place at CHAC's Mountain View Headquarters as well as out of our Family Resource Centers in Mountain View, Sunnyvale, and Cupertino.

What We Do

Your gifts funded
8,724
 hours of much-needed emotional support to
698
 individuals of all ages at CHAC's in-house clinic in FY18-19

.....Community-Based Services.....

In-House Counseling

CHAC provides multi-lingual, multi-cultural counseling for individuals of all ages, couples, and families at our Mountain View clinic.

Besides counseling, CHAC also offers parent education classes emphasizing consistency, setting boundaries, strengthening relationships, and understanding the repercussions of spending too much time on social media.

Individuals Served: 444
 Number of Hours: 6,289

➔ *"CHAC is truly a wonderful, safe place! I learned about CHAC when my oldest child was in high school. It was so very helpful. My three kids, my husband, and myself have all gone there for counseling. I got some amazing parenting tips too. That was in the 90s. Here it is, 2019, and my kids are doing fantastic. My husband and I are still together and just celebrated our 37th wedding anniversary. Thank you CHAC—you literally saved my family!"*

Multi-Cultural Programs

CHAC has a continual focus to ensure cultural competencies throughout the agency and offers services in **13** languages. We provide support to the multi-cultural population in Santa Clara County emphasizing positive parenting, family resources, skill building, early literacy & language, healthy lifestyles, and community connection.

CHAC is proud to offer a robust in-house Latinx program with services in Spanish that include individual and group counseling, crisis intervention, nutrition and housing support, parenting classes, legal and immigration assistance, financial counseling, and support groups and parenting classes.

Individuals Served: 150
 Number of Hours: 1,282

➔ *"Best counselors ever, they were extremely helpful."*

Well Within

Well Within is an outpatient program for prevention of chemical dependency and other compulsive tendencies. The program turns lives around for teens and young adults affected by substance misuse/abuse, as well as for their families. Well Within defines health through a bio-psycho-social lens and uses the therapeutic modalities of mindfulness-based psychotherapy, family systems therapy, and relapse prevention to help individuals develop the resiliency and skills which allow for healthier choices and successful recoveries.

Individuals Served: 60
 Number of Hours: 696



Assessment Clinic

CHAC's Assessment Clinic provides comprehensive psychological assessments using best-practice models and evidence-based testing measures. After testing is completed, CHAC's assessment clinicians—graduate students in Ph.D. or Psy.D. programs—provide clients with extensive and specialized feedback.

Individuals Served: 44
 Number of Hours: 457

➔ *"I'm really grateful to the entire CHAC team, they are awesome!"*

.....Community-Based Services.....

Family Resource Centers

CHAC's Family Resource Centers (FRCs) collaborate with **FIRST 5 Santa Clara County** and other community partners to offer programs that not only help parents and other caregivers understand the importance of physical and social-emotional development during the first years of life and early school years, but provide the family and community engagement needed to build strong communities.

FRC classes, events, and individual consultations foster ways of building and maintaining a healthy connection between parent and child and increasing resilience in the family. FRC staff also train a dedicated group of volunteers—many whom started as participants—to carry out our vision to encourage further community involvement.

In FY18-19, your gifts helped strengthen more than **10,000** families, who learned ways to connect and bond thanks to programs offered at CHAC's FRCs.



- Young Parent Program
- Positive Parenting Program
- Play and Learn
- Baby and Me
- Provider Training

CHAC Core Value:
HEALTHY FAMILIES

CHAC Core Value:
DIVERSITY

What We Do

Crisis and Grief Counseling

CHAC counselors are poised to support school personnel—both on-site and out of our clinic—with additional staff and resources in responding to local, site-based, or family crises.

➔ **“CHAC has been ‘the front line’ addressing the immediate emotional emergencies in our schools. The counselors have been helping normalize our population of students coming from our diverse family and socio-cultural backgrounds. Without their support the number of referrals for special education services would have been much higher. I am really grateful for the assistance they have been providing.”**

—Mountain View Whisman School District Psychologist



.....School-Based Services.....

Social-Emotional Learning

Research shows that social-emotional learning (SEL) improves academic achievement and increases prosocial behaviors such as kindness, sharing, and empathy; improves student attitudes toward school; and reduces depression and stress among students. In addition to general counseling services, CHAC offers several innovative SEL programs targeted to help students succeed at various points during their elementary and middle school journeys:

2nd Step: Kindergarten students benefit from classroom interventions teaching self-regulation and SEL skills, with a goal of helping to ensure their successful transition to elementary school.



Kimochis®: Kimochis (the Japanese word for “feelings”) are being piloted in three schools. Anime-type characters are used to help students in grades K, one, and two manage hard-to-have feelings and challenging behaviors.

New Comers: These interactive discussion groups offer new students in grades one through five the opportunity to learn how to support each other while adjusting to a new school, country, and culture.

Just for Kids: Designed to build self-awareness, self-confidence, empathy, and healthy coping skills for third grade students, who learn and practice SEL skills through a variety of interactive and art activities.

CHAC Core Value:
EMPATHY

In FY18-19 you helped facilitate the emotional well-being of **1,682** students by funding access to CHAC’s SEL programs.

We Build Stronger Communities—One Child at a Time

Stressed brains diminish learning capabilities and can result in behavioral issues. In **35** schools across **four** school districts—Mountain View Whisman, Mountain View-Los Altos Union High School, Los Altos Elementary, and Sunnyvale Elementary—CHAC’s skilled clinicians are there to support the psychological and emotional well-being of students in grades K-12. With a goal of serving the **WHOLE** child, our clinicians take an “integrated care” approach to helping students with behavioral and emotional difficulties, providing them with coping mechanisms that replace unhealthy habits with better choices and facilitate academic success. This approach has a ripple effect; happier children lead to happier families, happier classmates and teachers, and ultimately, happier communities. All of CHAC’s school programs are provided free of charge to students and their families.

In FY18-19, your donor dollars helped **3,014** students benefit from **23,892** hours of CHAC’s ongoing school-based counseling efforts.

Mindfulness: This program provides classroom interventions to fourth graders to introduce mindfulness techniques, which increase a child’s capacity for learning.

What’s Trending: Fifth-graders choose their own topics for facilitated small group discussions that help them realize that they are not alone.

Military Children’s Group: Fifth-grade students share feelings and build self-esteem while learning healthy coping skills to help them process thoughts, emotions, and behaviors that are related to being part of a military family.



➔ **Quotes from Students Participating in CHAC’s SEL Programs:**

- **“You can share your feelings with someone you trust.”**
- **“I learned that I’m important and unique.”**
- **“One thing that I learned in Tween Talk was to calm myself down.”**
- **“I liked how people did not judge me.”**
- **“They (Tween Talk leader) make me feel safe.”**

Tween Talk Elementary: Group activities teach fifth grade students how to manage emotions in healthy ways, problem-solve effectively, develop greater self-awareness, and increase empathy, as well as provide students with the support to practice valuable social skills and ease the transition to middle school.

S.P.A.C.E (Social Place for Awareness, Connection, and Empowerment): A group designed for sixth and seventh graders with the support of CHAC’s Teen Advisory Council (TAC). In a safe place and with the guidance of a CHAC counselor, students explore the things that matter to them including identifying emotions, communicating, building friendships, and self-care.

.....School-Based Services.....

CHAC Core Value:
HEALTHY LIFESTYLES

What We Do

.....School-Based Services.....



Prevention Plus

CHAC's school-based on-site counseling services address social, emotional, and mental health issues affecting students' ability to learn. Family counseling and staff consultation and training services enhance student support and success in the classroom and provide an invaluable service to the students, their teachers, and their classmates, who all benefit when classrooms are filled with fully-engaged learners.

➔ *"Our partnership with CHAC has been an invaluable enhancement to our ability to serve all students well. Having the in house counseling capacity to address and support the social emotional needs of our school children helps them thrive and can also knock down barriers to learning."*

--Sunnyvale Elementary School District Superintendent of Schools

In FY18-19, El Camino Healthcare District provided integral support to CHAC's School Intervention/Prevention Programs in the Sunnyvale Elementary School District with a generous **\$280,000** grant.

Village Wellness

CHAC's Village Wellness program provides on-site support in the form of group activities as well as individual consultations and referrals to teachers, staff, and students at high-need schools in Mountain View. This comprehensive program includes:

- Individual and group counseling for students
- Second Step Violence Prevention Program and Kinder Social Skills Groups for all kindergartners
- Just for Kids and Tween Talk SEL groups
- Conflict resolution groups for the entire campus
- Classroom interventions when necessary
- Parent and teacher support
- Collaboration with other agencies to provide needed services to students and families



CHAC Core Value:

AVAILABILITY OF SERVICES

Donors

Leading from the Heart

"I can no other answer make but thanks, And thanks, and ever thanks."

—William Shakespeare, "Twelfth Night"

With many worthy agencies in our community, nationally, and worldwide, we at CHAC are so grateful to those who have chosen to make us a part of their philanthropy. CHAC is there for our community because you are there for us. On behalf of those we serve, thank you for your loyal support.

\$10,000-\$24,999

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- Google LLC
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Donors

➔ *"I am so proud of CHAC. For 40+ years, CHAC's staff and counseling interns have created programs that help students do well in school and become contributing members of our communities. CHAC is a cost-effective source for community support. We ALL benefit from more harmony in classrooms, playgrounds, neighborhoods and homes. CHAC is a beneficiary in my trust. The need for CHAC won't end."*

—Joan MacDonald, Board Member and Longtime Donor

\$1,000-\$2,499

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Donors

Please forgive any misspellings or omissions—and help us ensure that they don't happen again by letting us know of your corrections. Call (650) 965-2020, ex 120.

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Community Health Awareness Council

590 W. El Camino Real
Mountain View, CA 94040

(650) 965-2020

Our Mission:

To improve lives and strengthen communities through access to comprehensive and culturally responsive mental health services in northern Santa Clara County.

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