



Changing Lives  
Together Since 1973

# Closing the mental healthcare gap in times of great need.

ANNUAL  
REPORT  
2021-22

# Changing Lives Together



Next year, CHAC will mark its 50th year of providing top-tier mental health support to the community. We've come a long way since a group of parents and community leaders joined together to address the growing use of alcohol and drugs by adolescents in Mountain View, Los Altos and Los Altos Hills. Since then, CHAC has changed hundreds of thousands of lives and, along the way, possibly saved quite a few. Our counseling and prevention programs build resiliency and help alleviate the anxiety that plagues so many during these challenging times.

The original partnership that led to the creation of CHAC included the governments of Mountain View, Los Altos and Los Altos Hills and their respective school districts. We are proud to be longtime partners with these cities, as well as the Mountain View-Whisman School District, Los Altos School District and the Mountain View-Los Altos Union High School District.

During Fiscal Year 2021-22, CHAC touched the lives of nearly 15,000 children, teens and adults of all ages and socio-economic backgrounds. Of this total, over one-third were children and teens in our local schools, including 426 from the Sunnyvale School District. An additional 8,444 people received support through our Family Resource Centers in Mountain View, Cupertino and Sunnyvale, and that number does not include the many youth, adults and families receiving counseling support through our Clinic – all without concern for ability to pay.

The numbers speak for themselves. During times of great need, CHAC delivers.

As we look to the future, the need for mental health services is greater than ever, and not just among children. Back in 1973, children were not facing issues such as frequent school shootings and cyberbullying. People of all ages are now feeling the ongoing impact of economic disparity so prevalent in our affluent area. In addition, our community is tasked with responding to the wellbeing of children and families who have fled desperate conditions in war-torn countries, the lingering effects of a global pandemic and the day-to-day stresses of living in a world facing so many unknowns.

Here's where you come in. CHAC receives two-thirds of its funding from local school districts, cities and county, as well as client fees. We rely upon the generosity of our supporters to help make up the difference. Your donation helps provide high-quality mental health services that increase the quality of life for those seeking support – and for everyone in our community. Please join us in changing lives together with a generous gift to CHAC today.

Warm regards,

**Kevin Duggan**

Chair, Board of Directors 2022-23



## Thank You to Marsha Deslauriers, CHAC Executive Director

The CHAC Board of Directors would like to thank Marsha Deslauriers who is retiring from CHAC at the end of December.

Over the course of six years, Marsha helped CHAC strengthen its finances, evolve its services, improve its organizational infrastructure and transition CHAC from a smaller operation to a modernized proactive, agile and responsive organization without sacrificing the heart and soul of the agency.

Under her superb leadership, CHAC is well prepared for this changing world as it looks towards its next 50 years of service to the community. During her tenure, CHAC expanded services to local schools and their students, successfully implemented technology improvements and an electronic health record system to better meet the needs of our clients and achieved a 10-year accreditation from the American Psychological Association for its internship program. Additionally, while nearly doubling revenues and strengthening the balance sheet, Marsha led the agency in a Strategic Planning process that provided the infrastructure to support operations and ably pivoted service delivery to respond to the unique needs brought about by the pandemic.

The Board sincerely thanks Marsha for her commitment and dedication over the past six years. Her accomplishments have made a real difference to the organization and in the lives of an untold number of clients who have benefited from CHAC's services. We all will miss Marsha and wish her the best of luck, health and happiness in her future plans.

“The field of mental health services is experiencing tremendous change as we grapple with a dramatic increase in mental health needs while facing a dearth of qualified clinicians to meet that need. I have had the privilege of working side-by-side with deeply committed community leaders, health professionals and our dedicated staff, all rising to the formidable task of adapting service delivery during the pandemic.

I'm very proud of our team for using the opportunity to integrate new virtual formats into our services, allowing us to further break down barriers and improve access for those we serve. By doing so, we have strengthened families, schools, places of worship, workplaces and ultimately the community.

CHAC makes healthy changes in people's lives and the opportunity to do my part to make those changes happen has been my greatest reward.”

**Marsha Deslauriers**

**To conserve resources,  
this year's donor lists are  
available online at [chacmv.org](http://chacmv.org).**

## Board of Directors

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# On the Frontlines of Mental Health Since 1973

For nearly 50 years, CHAC has been driven by an unswerving belief in mental wellness as the foundation for a healthy fulfilled life. We believe that early intervention, prevention and providing a continuum of care builds a healthy, resilient and supportive community. We strive to do whatever it takes to support and empower children and families to build their best lives.

## Our Mission

CHAC exists to improve lives and strengthen communities through access to comprehensive and culturally responsible mental health services in northern Santa Clara County.



## Highlights

14,832

served in  
FY 2021-22

109

Latinx Program clients received 480 hours of culturally attuned care for individuals and families in need. 330 attended a pandemic mental health awareness event

5,848

K-12 students in 35 schools across 4 school districts received 35,181 hours of counseling and social-emotional learning

3,507

hours of free parent/caregiver consultation in support of their child(ren)

84

future mental health practitioners educated with valuable didactic training and practicum experience

404

individuals of all ages benefitted from 6,833 hours of professional emotional support via our in-house and tele-health program

27

gained insight, empowerment and resilience through over 480 hours of psychological assessment and support

8,444

individuals and families built and maintained healthy parent-child connections and received essential personal supplies such as diapers and baby formula during the pandemic



# Programs & Services

Research shows that prevention and early intervention are key to reducing the risks of long-term adverse effects caused by anxiety, depression and other social-emotional issues experienced among children and teens. A critical component of our work is an “integrated care” model of working with four school districts to support the psychological and emotional well-being of students, grades K-12. These school programs are provided free of charge to students and their families.

## School-Based

### Counseling Plus

Our school-based on-site counseling services address social, emotional and mental health issues affecting students’ ability to learn. Skills building groups provide support in managing anxiety, stress and relationship skills in a peer-supported environment. One-to-one counseling is supported in an integrated model with parent coaching and collaboration with teachers.

### BackTogether!

The BackTogether! Program is a program that honors the unprecedented challenges and experiences of COVID-19. This program was launched in 2021 to address pandemic-related student anxiety, isolation, and loss of social connection and to respond to the U.S. Surgeon General’s call for increased access to youth mental health services.

### Crisis and Grief Counseling

Our counselors are poised and prepared to support school personnel in responding to local, site-based or family crises at any time.

### Social Emotional Learning

We offer a variety of programs that provide elementary and middle school students with valuable social and coping skills. These include Just for Kids for third and fifth graders, S.P.A.C.E. for eighth graders and Tween Talk for middle school students.

As an agency with cutting-edge training and a strong support system, and by meeting students where they are – at school with developmentally appropriate and culturally responsive care – we are able to stop the negative impacts of children’s mental health challenges while at the same time normalizing mental health awareness.

“It made me feel less stressed and let me forget about anger and sadness.”

“I learned something new about my friends by what they drew.”

**BackTogether!**  
TK-8

“I learned that I have to respect others’ feelings.”

“I learned about empathy.”

“I learned that it is okay to be myself.”

**Just for Kids**  
Grades 3 and 5

“I learned how to be calm when I have strong emotions.”

“I learned what I can control and what I cannot control.”

**Tween Talk**  
Middle School



## What is Social Emotional Learning?

Social Emotional Learning (SEL) helps students develop self-awareness, manage their emotions, achieve goals, maintain healthy relationships and make responsible decisions.

## Community Programs

CHAC is an integral part of our community's safety net for mental health services, offering individual counseling and program services to all regardless of ability to pay.

### In-House Counseling

We provide multilingual, multi-cultural counseling for children, teens, adults, couples and families on-line and at our clinic in Mountain View. Services are provided on a sliding scale of payment.

### Family Resource Centers

Our Family Resource Centers collaborate with FIRST 5 Santa Clara County and other community partners to offer programs that help parents and other caregivers understand the importance of physical and social-emotional development during the first years of life and early school years, along with the family and community engagement needed to build strong social networks.

### Assessment Clinic

Our Assessment Clinic provides affordably priced comprehensive neuro-psychological assessments using best practice assessment models and evidence-based testing measures. The Clinic is equipped to provide full assessment batteries for children, aged five and older, as well as for adolescents and adults. The clinic provides evaluations for a range of concerns on a sliding fee scale.

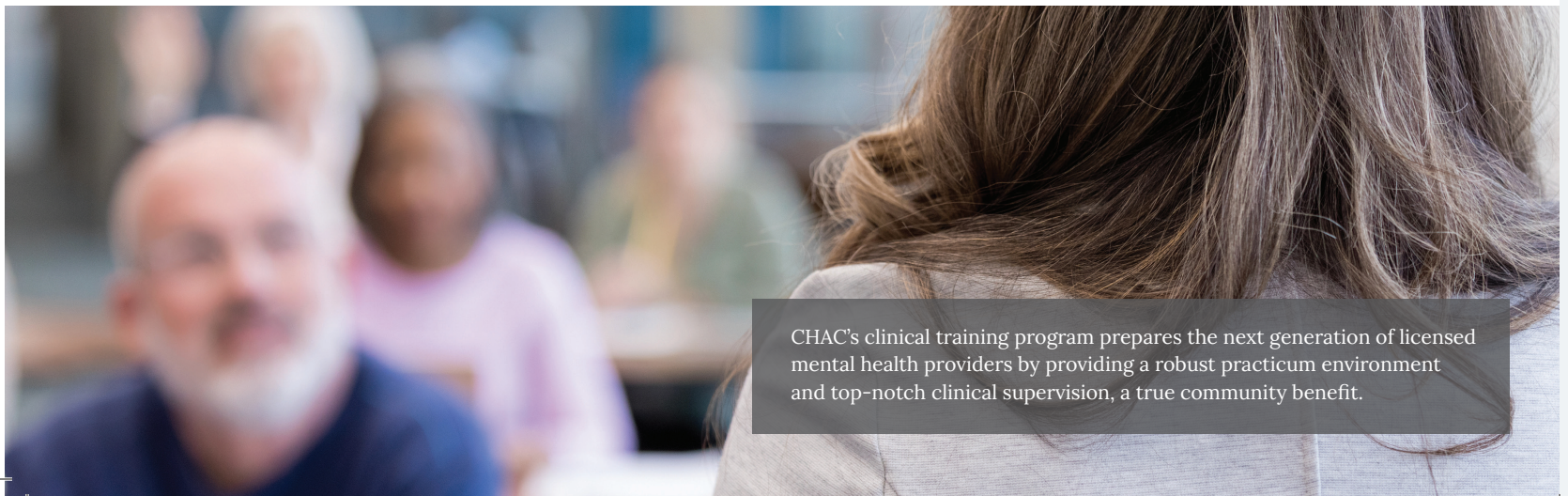
### Multi-Cultural Programs

We are proud of the support we provide to our multi-cultural population in Santa Clara County. Our therapists provide culturally attuned professional support in more than 11 languages,

We offer a robust in-house Latinx program with services in Spanish, including individual and group counseling, crisis intervention, nutrition and housing support, parenting classes, and legal and immigration assistance. This population was disproportionately affected this past year. Our Newcomer's Group helped identify children recently arrived from Latin America; often these youth have experienced harrowing experiences on their journey to the United States. Guided by experienced, culturally attuned clinicians, the Newcomer's Group helped them share and feel part of a new community that understood their experiences and situation.

### LGBTQQi

We provide support and counseling services for Lesbian, Gay, Bisexual, Transgender, Queer and Questioning/interested adolescents and teens.



CHAC's clinical training program prepares the next generation of licensed mental health providers by providing a robust practicum environment and top-notch clinical supervision, a true community benefit.



## From Vivek Murthy, U.S. Surgeon General:

“Mental health challenges in children, adolescents, and young adults are real and widespread. Even before the pandemic, an alarming number of young people struggled with feelings of helplessness, depression, and thoughts of suicide – and rates have increased over the past decade,” said Surgeon General Vivek Murthy. “The COVID-19 pandemic further altered their experiences at home, school, and in the community, and the effect on their mental health has been devastating.

**The future well-being of our country depends on how we can support and invest in the next generation.”**



### Dr. Murthy calls for...

- 1 Expanded access to mental health care
- 2 Increases in mental health counselors in schools
- 3 Investments in social-emotional learning curricula in schools

## Caught in the Middle

Our Counseling Center increasingly serves individuals and families in the middle, those who do not qualify for Medi-Cal but cannot afford the \$200-\$600 per hour out-of-pocket costs for private pay therapy support. No one is turned away because of inability to pay.

### Client Income Levels

Less than \$35,000 CHAC sliding scale	36%
\$35,000-\$65,000 CHAC sliding scale	11%
Over \$65,000 CHAC sliding scale	16%
Unspecified income CHAC sliding scale (assessed based on self reporting)	37%

self-esteem    suicide ideation    anxiety

work-related distress    isolation    depression    family-related issues

parenting    bullying    relationships    grief & loss    identity issues

sadness    life transitions    loneliness

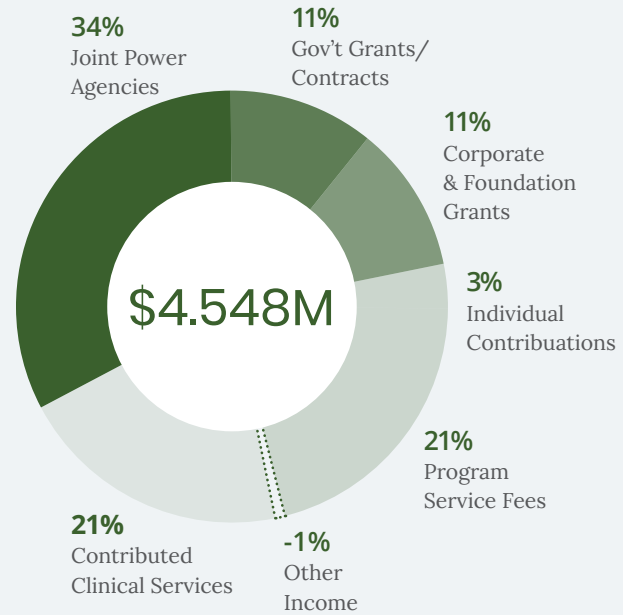


# Audited Financials Year Ended June 30, 2022

The FY22 surplus allowed CHAC to increase assets to ensure the stability of the mission and programs in the event of unexpected cash flow shortages due to economic conditions. A detailed financial statement is available for viewing at [chacmv.org](http://chacmv.org).

## Revenues

Revenues	%	Total \$
Individual Contributions	3%	\$155,611
Corporate & Foundation Grants	11%	\$516,540
Government Grants/Contracts	11%	\$509,922
Joint Power Agencies	34%	\$1,529,200
Program Service Fees	21%	\$959,466
Other Income	-1%	(\$68,315)
Contributed Clinical Services	21%	\$945,919
<b>Total Agency Revenues</b>	<b>100%</b>	<b>\$4,548,343</b>



## Expenses

Expenses	%	Total \$
Administration	13%	\$590,431
Fundraising	4%	\$163,612
Direct Program Services	83%	\$3,729,102
<b>Total Agency Expenses</b>	<b>100%</b>	<b>\$4,483,145</b>

