



# GRATITUDE REPORT

*Thank you!*

2018-2019

# THANKS TO YOU

“ You gave Alaunna her smile back.

*Our family has benefited so much from the program, and my husband, who was originally opposed to getting services, was surprised that he learned so much from this experience.”*

~ MOTHER OF ALAUNNA



→ **5,872** children, families, and adults in our community received the care, support, skills, and resources they needed to heal, live healthier lives, and more fully engage with their families and the community.

What a gift!

→ **2,286** local children, teens and adults participated in sexual assault and intimate partner abuse prevention and education programs.

Our entire community is safer and healthier thanks to you!

YOUR LOCAL IMPACT

*“Therapy has taught me that...lots of people think about [suicide] but they don’t say anything because they are scared. I know my family loves me and there are better ways to deal with sadness than to think that I should die.”*

~ HAZEL, 10



*“When you went to court with me, I felt supported knowing you were there. If you hadn’t been there, I would’ve been so lost and not known what to do.”*

*“Now I know about the cycle of domestic violence, I now see myself as a survivor. I now know what I wouldn’t accept in a relationship. I want others to learn from my story.”*

~ ANA, 24



*“It showed me how to respect myself, my family and my community. It taught me how to look for a better future.”*

~ MICHAEL, 16



*“[I learned that] I am stronger than I thought I was; that one step at a time is easier; that being nice is not a weakness, it is a strength.”*

~ AMBER, 17



*“What I learned about myself is that I can change for the better and that it is my choice.”*

~ SANDRA, 52

*“The program was a life-changing experience which has changed someone who thought there was no hope to someone who believes they have a chance.”*

~ STEPHEN, 31



## **SOLUTIONS TO VIOLENCE**

programs are providing safety, healing, and hope for survivors of sexual assault, intimate partner abuse, and human trafficking.

### **Your support provides:**

- 24-Hour Crisis Line
- Accompaniment (Medical Procedures, Law Enforcement Interviews, Court)
- Advocacy
- Backpacks and School Supplies
- Career Coaching
- Case Management
- Community Outreach
- Confidential Shelter (Domestic Violence, Human Trafficking)
- Crisis Intervention
- Danger Assessment & Safety Planning
- Diapers & Wipes
- Domestic Violence and Sexual Assault Temporary Restraining Orders
- Emergency Funds
- Family Counseling
- Financial Education and Money Management
- Gently-Used Clothing
- Goal Planning
- Holiday Gifts and Grocery Cards
- Housing Support Services
- Hygiene Kits
- Individual Counseling
- Legal Advocacy & Assistance
- Life Skills Development
- Outreach
- Peer Counseling
- Prevention Education & Training
- Referral & Linkage to Community Resources
- Support Groups
- Thanksgiving Feast Boxes
- Therapy
- Transitional Housing
- Translation
- Trauma Informed Care

**CHILDREN & YOUTH** and their families are developing the skills they need to overcome early behavioral, mental health, and substance use challenges, trauma, and gang influence.

### **Your support provides:**

- 24-Hour Crisis Support
- Advocacy
- Backpacks and School Supplies
- Case Management
- Child & Youth Support Groups
- Community Outreach
- Diapers & Wipes
- Emergency Funds
- Family Counseling
- Gently-Used Clothing
- Holiday Gifts and Grocery Cards
- Hygiene Kits
- Late Night Gym
- Medication Support Services
- Mobile Crisis Response
- Parenting Classes
- Peer Counseling
- Psychiatric Support
- Referral & Linkage to Community Resources
- School-Based Services
- Substance Use Treatment
- Thanksgiving Feast Boxes
- Therapy
- Trauma Informed Care

**ADULTS** with severe mental illness and/or substance use challenges are finding recovery and living healthy, productive lives.

### **Your support provides:**

- 24-Hour Crisis Support
- Advocacy
- Case Management
- Community Outreach
- Emergency Funds
- Family Counseling
- Family Support Groups
- Gently-Used Clothing
- Group Counseling
- Holiday Gifts and Grocery Cards
- Housing Support Services
- Hygiene Kits
- Life Skills Development
- Medication Support Services
- Peer Counseling
- Psychiatric Support
- Psychoeducation
- Referral & Linkage to Community Resources
- Substance Use Treatment
- Support Groups
- Thanksgiving Feast Boxes
- Therapy
- Trauma Informed Care

## **HOUSING & RESIDENTIAL**

services are helping adults with mental illness and/or substance use challenges learn to maintain their health and well-being while living independently.

### **Your support provides:**

- 24-Hour Crisis Support
- Advocacy
- Career Coaching
- Case Management
- Crisis Residential Care
- Emergency Funds
- Family Counseling
- Family Support Groups
- Financial Education and Money Management
- Gently-Used Clothing
- Goal Planning
- Group Counseling
- Holiday Gifts and Grocery Cards
- Housing Search Assistance
- Housing Support Services
- Hygiene Kits
- Life Skills Development
- Medication Support Services
- Peer Counseling
- Psychiatric Support
- Psychoeducation
- Referral & Linkage to Community Resources
- Substance Use Treatment
- Support Groups
- Thanksgiving Feast Boxes
- Therapy
- Transitional Housing
- Transitional Residential Care
- Trauma Informed Care



# JULIANA

SHE CAME WITHOUT ANYTHING AND YOU HELPED HER  
BUILD A NEW LIFE – FREE OF VIOLENCE.

Juliana was crying as she walked through our doors. In trying to escape severe domestic violence and sexual assault and protect her children from abuse, the 34-year-old mother was left with nothing. She felt ashamed to ask for help but didn't know how she was going to feed her boys or pay the rent on their tiny room. "I did not know where to turn for help," she says. "I was very sad and did not feel strong."

Thanks to your support, Juliana received immediate help finding food assistance and securing a temporary restraining order against her husband. Through our Supportive Housing Program, Juliana began the journey to regaining self-confidence, empowerment, and eventual self-sufficiency. Today, she is diligently building a small business, working to pay her own rent, and advocating for herself and her children, even when facing her now ex-husband.

Juliana is not crying anymore. Instead, she is smiling and laughing because she is so happy. That is thanks to you!

*"I came without anything and they have helped me very much. I do not know how I can repay them for all they have done. I think I may have been suffering longer than I needed to if I did not receive the help."*

→ Your support provided  
5,259 nights of safe shelter  
for women, children and men  
fleeing domestic violence  
and human trafficking.

# CALEB



YOU GAVE CALEB A CHANCE TO TURN HIS LIFE AROUND –  
AND HE DID!

**W**hen we met 15-year-old Caleb, he was aggressive and fighting often, abusing drugs and alcohol, selling narcotics, and had just been arrested and expelled from school for fighting. He was distrustful of adults but found he could relate to his case manager's life story. So he decided to give the program a try.

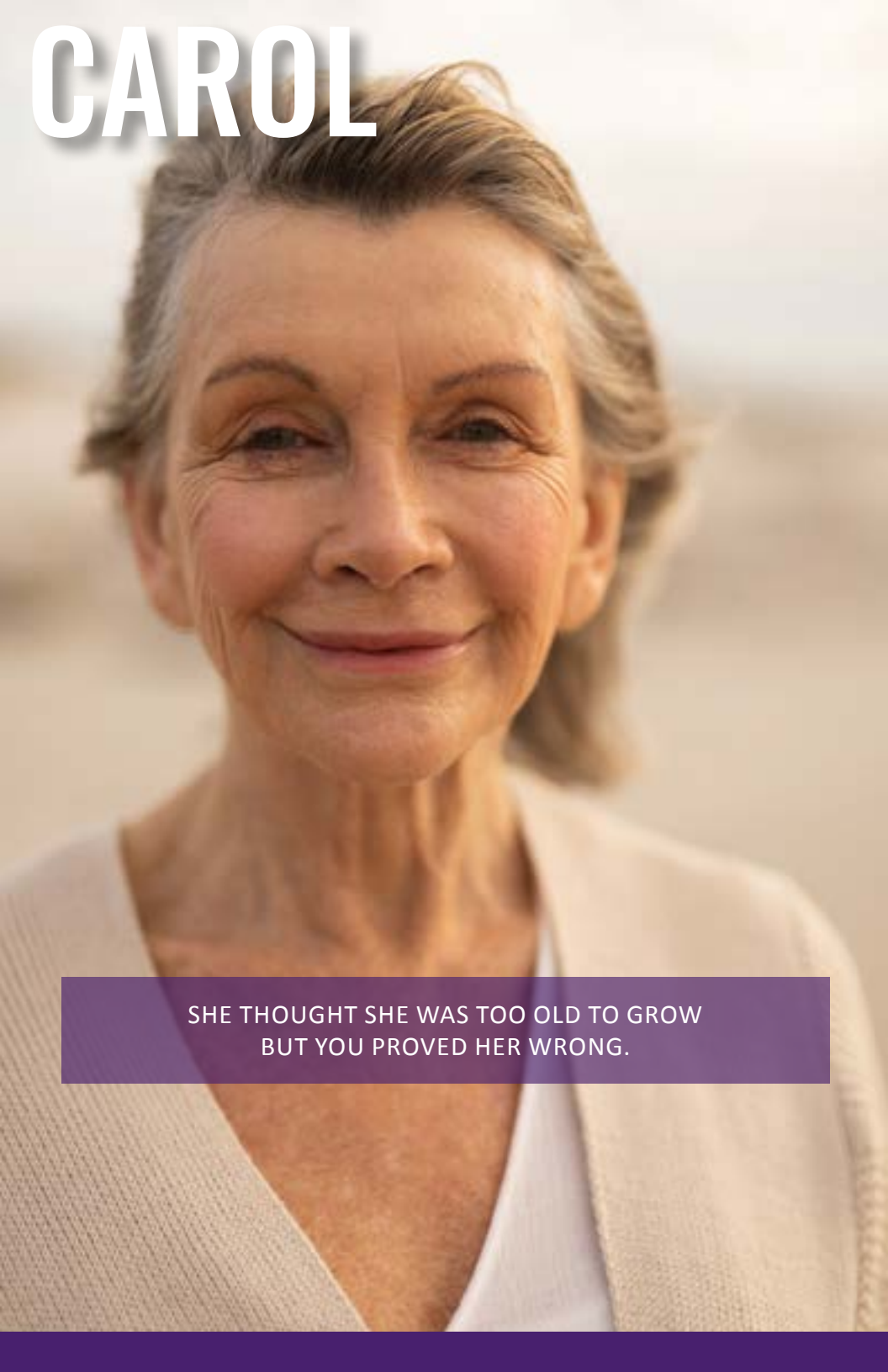
Thanks to you, Caleb was able to receive support services, attend groups at his new school, and participate in Late Night Gym – which kept him busy and engaged with other positive youth. All these supports helped Caleb see the different avenues for success in his new, positive lifestyle. And when he slipped along the way, the tools were in place to help him get back on track.

“I learned not to take life for granted and the value of family,” says Caleb. “I work now and really care about school. I don't wear sag pants, colors or use slangs. I'm not violent anymore. Now I am calm and no longer angry all the time.”

*“This really changed my life,” says Caleb. “I would not be me without this program. It would be all bad and completely different than what it is now. Who knows if I would still be here?!”*

→ Thanks to you, 900 local children, teens, and adults received holiday gifts and grocery cards making their lives a bit brighter for the holidays.

# CAROL



SHE THOUGHT SHE WAS TOO OLD TO GROW  
BUT YOU PROVED HER WRONG.

“I was heading down a road where I was giving up. I felt that I was too old to grow,” says 64-year-old Carol. When she came to Community Solutions, Carol was struggling with depression, low self-esteem, isolation, lack of money, and a poor support network. She describes herself then as introverted, pessimistic and angry.

Thanks to your support, Carol was able to participate in therapy and support groups – including the Art Coping Group, which she loved. When asked what she learned in the program, Carol responded, “[My therapist] is teaching me to fly! I feel empowered. I am dressing differently and feel more confident. I engage more with my community. I am open to searching and expanding my support network.”

Carol’s mantra today is “Acceptance. Healing. Hope.” She appreciates that you did not give up on her and wants others to know that “it’s never too late.”

*“I’m appreciative of all the donors – I don’t think they understand how much of an impact having access to donations has had in my life.”*

→ In the past year alone,  
your support provided  
112,425 hours of behavioral  
health care for local  
children, youth, and adults.

# MARCO



YOU HELPED HIM WHEN HIS LIFE WAS A MESS.  
NOW HE WANTS TO GIVE BACK.

“My life was a mess,” says 24-year-old Marco. “I had no purpose. I was struggling with drug addiction (meth), depression, rapid thoughts and emotional distress. I was getting into trouble and going to jail. Before coming to Community Solutions I got clean but relapsed because I was struggling with mental illness and did not have the help I needed.”

Thanks to you, Marco was able to stabilize in the safe, family-like environment of our Madrone Crisis Residential program. Back at home, he received individual and family therapy, and constant guidance from his case manager. “I have learned to see my mental illness from a different perspective. I learned how to recognize triggers, how to cope with my symptoms, and how to say ‘no’ if someone offers me drugs,” says Marco.

Today, Marco is stable with over one year of sobriety. He is enrolled in community college where he is working on his degree to be a drug counselor. He wants to be able to help others – like you helped him.

*“No matter how low you are in life from the use of drugs and mental health illness, with your own effort and the help of professionals, you can overcome any addiction and manage any mental illness.”*

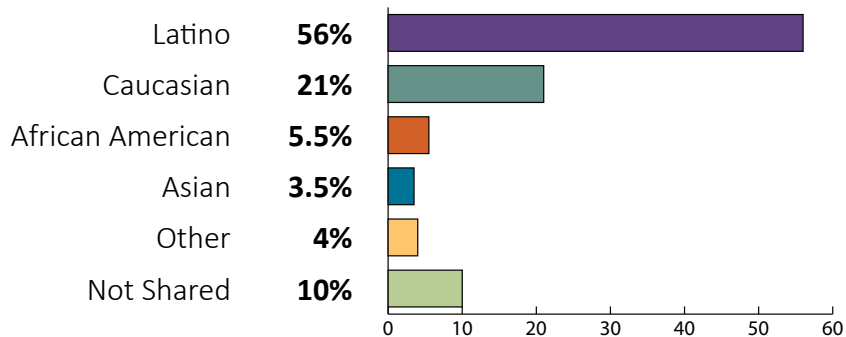
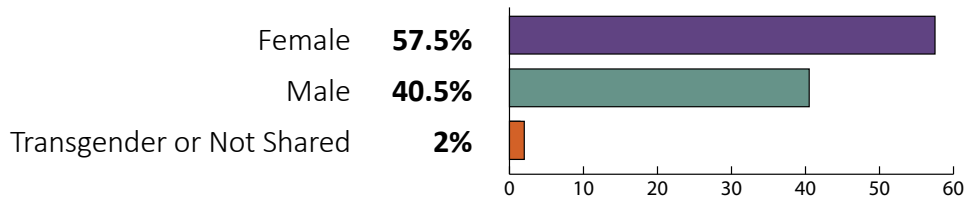
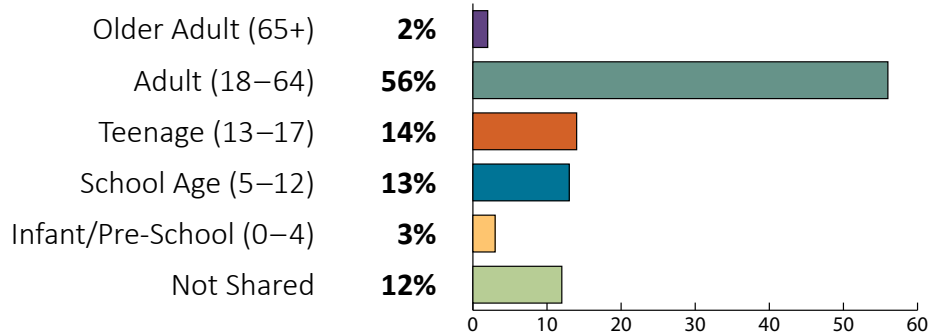
→ Your support ensured that clients received high-quality care, resulting in 93%\* of clients reporting they were happy with the services they received.

**HOUSING & RESIDENTIAL SERVICES**

\* From the State of California Department of Healthcare Services Spring 2019 Consumer Perception survey.



## DEMOGRAPHICS



Thank you!

HERE ARE JUST A FEW OF THE SOLUTIONS YOU HELPED CREATE THIS YEAR FOR THE CHALLENGES FACING OUR CLIENTS AND LOCAL COMMUNITY.

### Housing for Survivors

More than 40% of homeless women report violence as the cause of their homelessness. In addition to our existing emergency shelter beds, we were able to add transitional housing with supportive services for a total of 48 survivors of domestic violence, sexual assault and human trafficking, thus moving more survivors to self-sufficiency and permanent housing.

### Screening for Victims' Needs

Survivors of violence are often victimized in multiple ways and can have difficulty asking for all the support they need. We developed the Victim Needs Screening Tool to help identify and care for all the needs of an individual who has been a victim of intimate partner abuse, sexual assault, and/or human trafficking.

### Faster Access to Care

When a person or family is in crisis, they need help as soon as possible. The addition of our Central Intake team is reducing the time between an individual's referral to our program and their first visit.

### Better Access to Psychiatrists

Getting the right medication is critical for individuals with serious mental illness but psychiatrists are in short supply. We are using digital and communication technologies to connect off-site psychiatrists to our clients locally, giving our local community greater access to qualified psychiatrists.

### Voice & Choice

Instead of clinicians dictating client care, our use of collaborative documentation gives individuals and families a "voice and choice" in the direction of the care they receive. While using behavioral healthcare best-practices, we are working to ensure our practices best serve the needs of our local clients.

90 CENTS OF EVERY DOLLAR YOU CONTRIBUTE TO COMMUNITY SOLUTIONS DIRECTLY SUPPORT SERVICES TO THE CHILDREN, FAMILIES AND INDIVIDUALS WE SERVE.

Total Assets .....	\$ 7,812,537
Total Liabilities .....	\$ 6,743,139
<b>Net Assets .....</b>	<b>\$ 1,069,398</b>

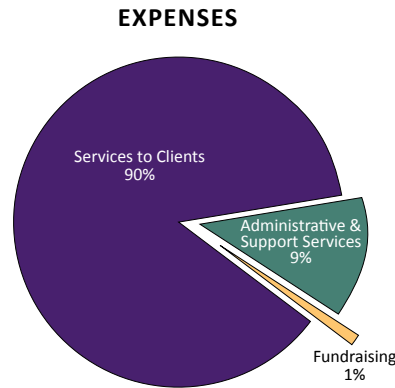
**REVENUE**

Government Grants & Contracts.....	\$ 29,090,267
Community Support .....	\$ 577,502
Fees for Service .....	\$ 444,832
Other Income .....	\$ 448,903
<b>Total Revenue .....</b>	<b>\$ 30,561,504</b>

**EXPENSES**

Services to Clients .....	\$ 27,503,769
Administrative & Support Services .....	\$ 2,606,446
Fundraising .....	\$ 288,503
<b>Total Expenses .....</b>	<b>\$ 30,398,718</b>

A complete copy of our FY19 Audited Financials can be viewed and downloaded from our website: [www.communitysolutions.org](http://www.communitysolutions.org).



Your support helps our neighbors find wellness, recovery and hope. There are so many ways you can make a difference:

- Make a tax-deductible contribution
- Support our clients with a monthly or quarterly donation
- Designate Community Solutions through your Donor Advised Fund, Workplace Giving or Matching Gift Program
- Donate stock, marketable securities, real estate or life insurance
- Make a bequest or legacy gift to Community Solutions
- Adopt a local family in need through our annual Holiday Giving Program

To learn more about our services, volunteer opportunities, agency tours, and ways that you can help, visit our website at [www.communitysolutions.org](http://www.communitysolutions.org) or call 408-846-4717.

**HIGHLIGHTS**

- Community Solutions programs continue to grow in size and scope as we expand to meet the needs of local children, families and individuals
- We are pleased to be sought out by funders and partners to implement new programs in response to unmet needs within our community
- Our commitment to being the provider of choice for our clients ensures that our program growth does not compromise excellence of service
- Our programs for at-risk youth, especially those aimed at reducing gang involvement and truancy, continue to be the most difficult to sufficiently fund



*Community Solutions helped me realize that I have more strength in me than I thought I had. I'm still the same, I'm just stronger."*  
~ ANTHONY, 20

## AGENCY LOCATIONS

### MAIN OFFICE

9015 Murray Ave., Ste. 100  
Gilroy, CA 95020  
408-842-7138

16264 Church St., Ste. 103  
Morgan Hill, CA 95037  
408-779-2113

1356 Ridder Park Dr.  
San Jose, CA 95131  
408-225-9163

341 Tres Pinos Rd., Ste. 202B  
Hollister, CA 95023  
831-637-1094

## 24-HOUR CRISIS LINES

**Sexual Assault, Domestic Violence  
& Human Trafficking**  
(South County & San Benito County)  
1-877-END-SADV / 1-877-363-7238

**Youth & Family Crisis Line**  
(South County)  
408-683-4118

## EXECUTIVE TEAM

Erin O'Brien, President & CEO  
Rachel Montoya, Chief Financial Officer  
Lisa Davis, Chief Operations Officer  
Diane Ratcliff, Chief Administrative Officer  
Lisa DeSilva, Chief Development Officer

## BOARD OF DIRECTORS

Deborah Morton-Padilla, Chair  
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Mike Thompson, Treasurer  
Lisa Washington, Secretary  
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Sandra Asher  
Dana Ditmore  
Jeff Jacobs  
Erin O'Brien  
David Swing  
Jennifer Tate  
Kyra Whitten

Community Solutions' mission is to create opportunities for positive change by promoting and supporting the full potential of individuals, the strengths of families and the well being of our community.

