

THANK YOU!



Gratitude Report 2019–2020

A YEAR LIKE NO OTHER:

Thank you for caring for our community in crisis!

6,033 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 you have given!

\$319,436* in emergency financial assistance was distributed to local families and individuals struggling due to COVID-19 to provide for daily essentials such as groceries, diapers, medicine, electricity, and rent.
Thank you for helping our community survive this devastating pandemic!

* Amount distributed in fiscal year 2020; funds continue to be distributed.

1,000+ community members, students, teachers, and school and community groups received counseling, support and trauma response training immediately following the mass shooting at the 2019 Gilroy Garlic Festival.
Your support made this healing possible!

1,021 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!

"Estoy muy agradecida con todo el apoyo de Community Solutions en estos tiempos difíciles, muchas gracias (I am very grateful for all the support Community Solutions has provided during these hard times, thank you)."

~ MOTHER OF CLIENT



"I learned that things can get better; I have to try things, and they don't just happen. My service providers helped me realize possibilities, I have never believed in myself and they helped me." ~ HALLIE, 20



"I'm in the process of not being so afraid of myself and my mental health. I learned how to be comfortable being myself in front of people I love ... I've achieved things that I was once terrified of with help from the program."

~ 2020 HEALING HEART RECIPIENT, AGE 17



"Gracias a ustedes por todo lo que hicieron por mi, no sabes cuanto lo agradezco (thank you for all the things you've done for me, you don't know how much I appreciate it)."

~ CATERINA, MOTHER OF CLIENT



"The amount of support that is provided allows me to really focus on my mental health while not undermining my need to support myself." ~ TOMAS, 24

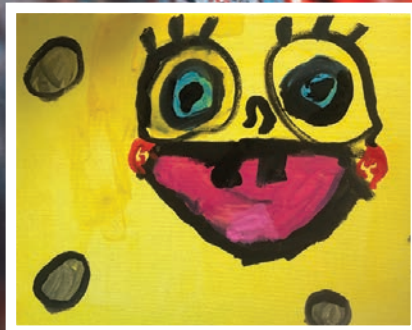
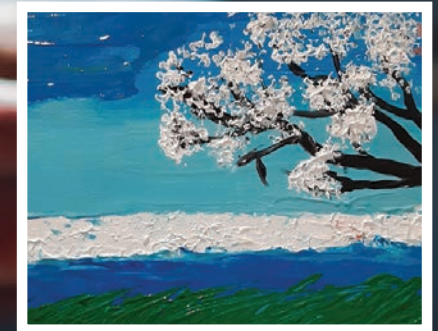
"[My case worker] has encouraged me to do things I have never done and I am happy about that. I learned that I can do it. The program for me means to not give up in life." ~ ANGELIA, 19



Thanks to community support, women and children in our confidential shelter and housing programs had the opportunity to participate in monthly art therapy sessions. The program remains popular, even when sessions had to go virtual due to COVID-19.

Art gives survivors of domestic violence/ intimate partner abuse the opportunity to put their fears and worries aside for a moment, relax and create something beautiful. Children survivors of violence also enjoy painting, being creative, and making gifts for their mothers to bring joy to their homes or the shelter.

ART THERAPY



"I've learned that life does have a purpose and that there are great places like Community Solutions to assist with guidance. I am in an excellent program that is giving me the chance to live a great life for me and my children. I [now] look for resources on my own to give me motivation and keep moving forward. I know help is out there; one must look."

~ YARENI, 33 (ART THERAPY PARTICIPANT)

ROSA



THANKS TO YOU, SURVIVORS OF SEXUAL ASSAULT, INTIMATE PARTNER ABUSE, AND HUMAN TRAFFICKING ARE FINDING SAFETY, HEALING AND A PATH FORWARD FREE OF VIOLENCE.

For the first few weeks at the shelter, Rosa would cry every night while her kids slept. Strong on the outside, she was full of doubts. Rosa was so used to her life being controlled by her partner, she had to ask her case manager, “So what do I do now?” And then COVID hit and her children were suddenly out of school while she was supposed to be working.

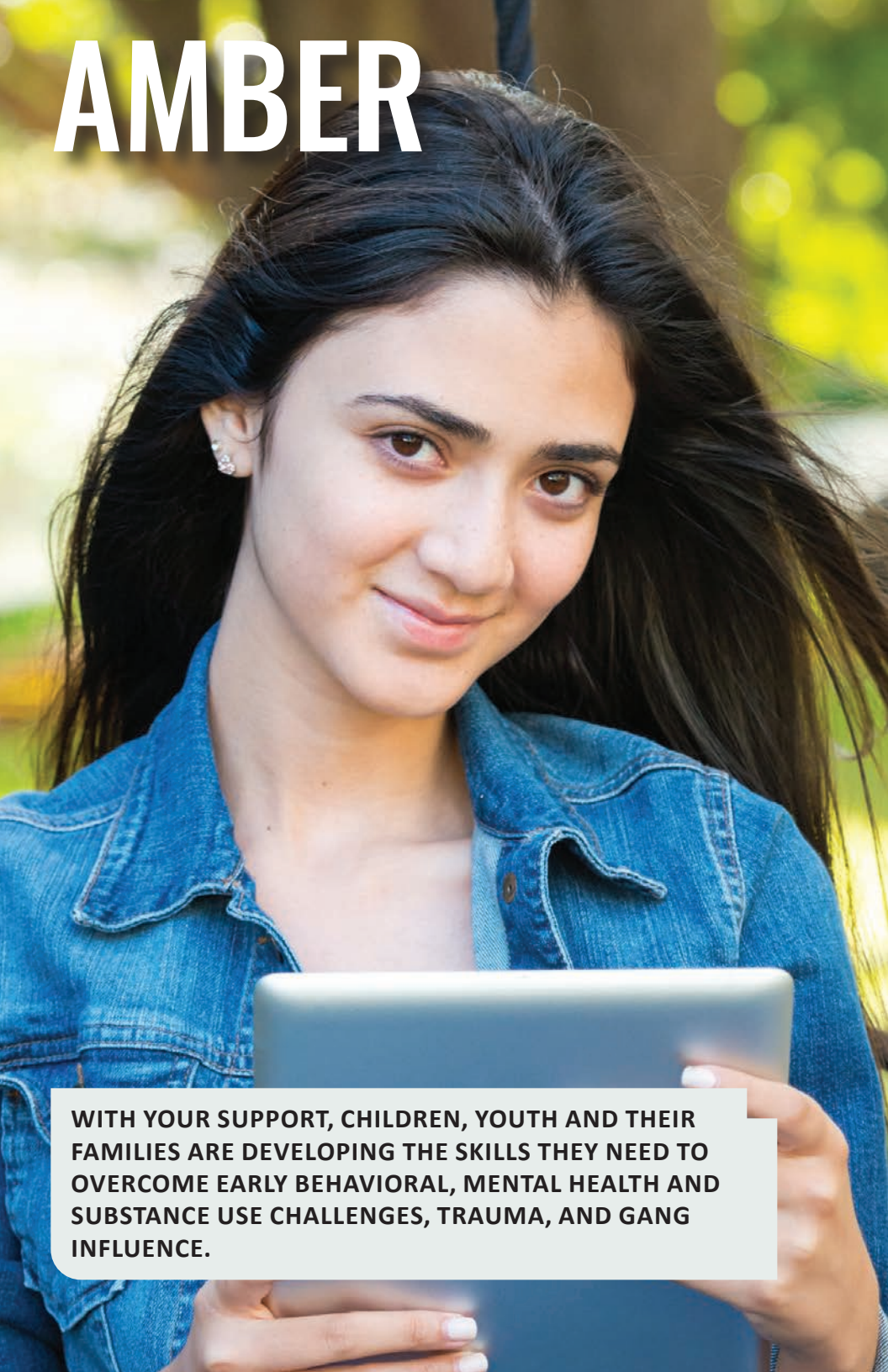
Thanks to you, Rosa and her children were able to stay safe both from the violence in their home and from COVID. At the shelter, a common room was quickly transformed into a small classroom and shelter staff jumped in to assist kids and moms with distance learning and homework.

Your support provided Rosa and her children with the building blocks to a new future, including: confidential shelter; mental health therapy; support filing a restraining order; referral for family law services for custody and child support; safety planning and goal setting; and – most important to Rosa – housing for her family. With support for the deposit and first month’s rent, she is now renting her own apartment!



“You guys are the best thing that ever happened to me,” says Rosa. “My mom abused me physically, emotionally and verbally. I want to turn it around; I am breaking the cycle of violence for my kids. [I learned] that I can believe in myself. That there are services out there for people that are in the situation I was in of feeling trapped in an abusive situation.”

AMBER



WITH YOUR SUPPORT, 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.

Prior to the onset of COVID,

15-year-old Amber struggled with generalized anxiety. She isolated from her friends and family, and her worrying led to insomnia. When the Shelter-in-Place order took effect, her family was left unemployed and unable to pay rent and other critical expenses.

Everyone in the family, including Amber, felt constantly stressed, worried and overwhelmed. "I couldn't help it," says Amber, "it got me very anxious because I wasn't able to help my mom get money for rent. But I tried to be hopeful."

Thanks to your support, Family Crisis Funds were available to ease the stress on Amber's family. "My therapist helped with emergency funds to pay for rent and we were able to pay for other house bills that are also important," says Amber.

Her therapist also quickly switched to telehealth to ensure Amber received consistent support for her anxiety. "I changed to having phone and Zoom calls with my therapist," says Amber. "She would always listen and to me that was important. I still have weekly sessions with her even though I don't get to see her in person. But I still feel the support. I feel happy for having this therapy."



"I am very thankful for Community Solutions because they were able to help us and had the heart to help people in need, like us. I'm very happy for the help," says Amber.

SCOTT

55-year-old Scott was the highest user of Emergency Room/Emergency Psychiatric Services in the county, averaging 50+ times per month. “I was homeless and in and out of the hospital,” says Scott. “I would exaggerate having seizures and [make them up] sometimes to get fed and have a warm place to stay.” When we met him, Scott was sleeping on the streets, barefoot and malodorous.

Thanks to your support, Scott finally received the intensive support he needed to address his mental health challenges and find stable housing off the streets. Part of what he had to learn was to rely on his mental health treatment team when in crisis, rather than calling 911. Over time, their empathy, compassion and determination helped Scott stabilize, find housing and learn to take care of himself.

Scott has a more positive outlook on life today. He practices good hygiene, dresses appropriately, and is able to communicate his needs more effectively. “Scott has been doing great!” says his treatment team. “His progress has been huge these last three months as he engages and tries to follow instructions to be more independent and cautious. He seems happy and laughs now.”

THANKS TO YOU, ADULTS WITH SEVERE MENTAL ILLNESS AND/OR SUBSTANCE USE CHALLENGES ARE FINDING WELLNESS, RECOVERY AND STABILITY. THEY ARE LIVING HEALTHY, PRODUCTIVE LIVES AS PART OF OUR COMMUNITY.



“[I] got educated on respecting others... trusting others, knowing that it is ok to be social,” says Scott. He adds that he values how the program has introduced stability into his life and helped him to become more independent.

ELAINE

YOUR SUPPORT PROVIDES HOUSING AND RESIDENTIAL SUPPORT SERVICES TO HELP ADULTS WITH MENTAL ILLNESS AND/OR SUBSTANCE USE CHALLENGES LEARN TO MAINTAIN THEIR HEALTH AND WELL-BEING WHILE LIVING INDEPENDENTLY IN STABLE HOUSING.

“The most value would be

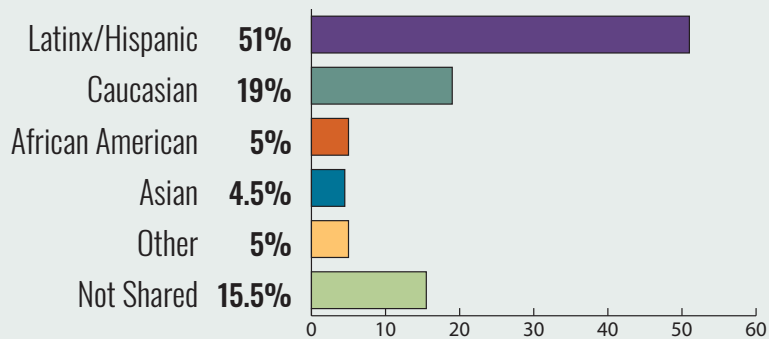
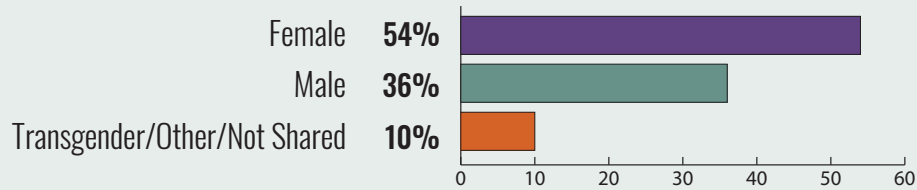
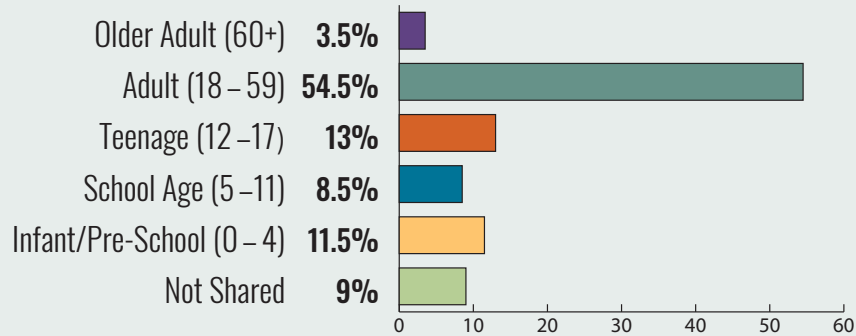
knowing somebody cares and takes time to see me, before I didn't have that,” says 61-year-old Elaine. When she discovered Community Solutions, Elaine had been homeless for 15 years and was struggling with Schizophrenia and Alcohol Use Disorder. “I was just walking in the area and saw the office and decided to check it out,” she says.

Thanks to you, Elaine found the help she needed including assistance finding stable housing (she received a subsidy through a partner program), case management, and therapy. “The most effective and helpful are when my case manager can assist me as far as my health, appointments, and living situation,” says Elaine. She is also looking forward to attending the new support group for people in her program.

“I am seeing her shine and being able to make choices,” says her case manager. “She has allowed herself to trust me and allowed me into her life, which before she wouldn't do, she would isolate and not engage. She has the willingness to improve on herself as a whole. Elaine enjoys life and what it has to offer regardless of her situation or where she is at.”

“I learned how to be more organized and learned that each day is a new day. [Today], I am able to stay in contact with my family even though they are far,” says Elaine. She adds that she values “having somebody who cares and is willing to help me.”

DEMOGRAPHICS



Thank you!

All names and photos in this report have been changed to protect client confidentiality.

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

6,033 local children, families and individuals received care

1,021 children, teens and adults participated in sexual assault and intimate partner abuse prevention and education

112,739 hours of behavioral health care were provided for local children, youth, and adults

\$319,436 in emergency financial assistance was distributed to local families and individuals struggling due to COVID-19†

4,981 nights of safe shelter were provided for survivors of domestic violence and human trafficking

1,335 crisis hotline calls were answered providing immediate confidential support for survivors of domestic violence, sexual assault and human trafficking

100% of parents/caregivers reported improvement in their ability to be effective caregivers*

92% of children and youth significantly reduced their at-risk behaviors*

88% of children and youth were acting out less frequently after treatment*

† Amount distributed March through June 2020. Funds continue to be distributed in fiscal year 2021.

* Results at discharge from treatment for matched paired clients using the Child and Adolescent Needs and Strengths (CANS) survey. These outcomes exceed county and agency goals for improvement.

JULY 1, 2019 – JUNE 30, 2020

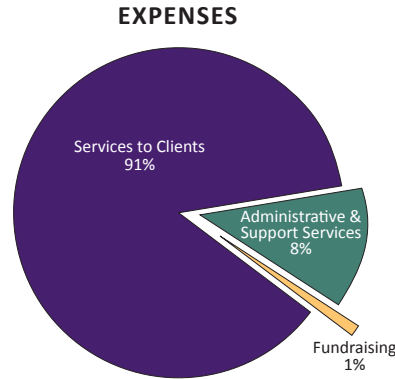
Total Assets	\$ 12,026,950
Total Liabilities	\$ 10,917,289
Net Assets	\$ 1,109, 661

REVENUE

Government Grants & Contracts.....	\$ 34,210,867
Community Support	\$ 635,295
Forgiveness of Debt	\$ 582,095
Fees for Service	\$ 467,505
Other Income	\$ 391,388
Total Revenue	\$ 36,287,150

EXPENSES

Services to Clients	\$ 32,904,386
Administrative & Support Services	\$ 2,985,122
Fundraising	\$ 357,379
Total Expenses	\$ 36,246,887



A complete copy of our FY20 Audited Financials can be viewed and downloaded from our website: www.communitysolutions.org.

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

Highlights

> **The initial impact of COVID-19 led to an immediate drop in services and corresponding funding.** A combination of funding from the County of Santa Clara and the Payroll Protection Program enabled us to maintain staffing and programs while we transitioned clients to telehealth and other safe forms of service.

> **Additional funding and new contracts in our Behavioral Health Division have allowed us to respond** to the growing needs of our community with a broader range of programs, including much-needed intensive mental health services.

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

1. Make a tax-deductible contribution
2. Support our clients with a monthly donation online at www.communitysolutions.org
3. Designate Community Solutions through your Donor Advised Fund, Workplace Giving or Matching Gift Program
4. Donate stock, marketable securities, real estate or life insurance
5. Make a bequest or legacy gift to Community Solutions
6. 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 or call 408-846-4717.

> **Additional funding for housing services and support has been essential** to our ability to help individuals and families achieve safety, stability and sustained wellness.

> **Growth in our base of individual and corporate donors** has allowed us to provide a broader array of services to our community, including critical emergency financial support to families and individuals struggling due to COVID-19.

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.



AGENCY LOCATIONS

MAIN OFFICE

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

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

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

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

24-HOUR CRISIS LINE

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

EXECUTIVE TEAM

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

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