Healing, Hope and Gratitude
In the past year alone, you have made recovery and hope possible for 4,866 children, families, and adults in our community. You’ve provided the care, support, skills and resources they need to heal, to live healthier lives, and to more fully engage with their families and their community.

Thanks to you...

**SOLUTIONS TO VIOLENCE** services provide safety and healing for survivors of domestic violence, sexual assault, and human trafficking.

**CHILDREN & YOUTH** and their families develop skills to overcome early behavioral and mental health challenges, substance abuse, trauma, and/or gang influence.

**ADULTS** with severe mental illness and/or substance abuse challenges recover and live healthy, productive lives.

**HOUSING & RESIDENTIAL** services help adults with mental illness learn to maintain their health and well-being while living independently.

(All names have been changed to protect the privacy of our clients.)
In the past year alone, you have made recovery and hope possible for 4,866 children, families, and adults in our community.

“I have been able to make friends because I have learned there are people I can rely on and trust.”
~EMILY, 9

“I learned how to get to my doctor appointments on my own.”
~CRAIG, 52

“Erika

“I have learned that I wasn’t the only one going through difficult situations in life at such a young age, that it was okay, and I wasn’t alone.”
~ERIKA, 18

“I can be myself without being judged.”
~THERESA, 48

“I have been able to make friends because I have learned there are people I can rely on and trust.”
~EMILY, 9
1,356
For each of the 1,356 times our 24-hour crisis hotline rang this year, a caring advocate was ready to listen and help.

SOLUTIONS TO VIOLENCE

Thanks to you, survivors of violence can find safety, care and support 24-hours a day.

47-year-old Marta arrived at our domestic violence shelter in immense pain with extensive physical injuries from the abuse. Initially the challenges seemed overwhelming. She had lost both her home and her job, and would have frequent doctors’ visits and a long road to recovery from the physical abuse. But she soon discovered that she was not alone.

Your support gave Marta a safe, confidential place to recover and heal. She had access to therapy, support groups, and life skills classes, and received guidance during the legal process. She never had to go to court alone. You even helped Marta find a new job and a safe place to call home.

“I know I have an entire community that is ready to support me if I need it in the future,” says Marta. “It’s really wonderful the amount of help there is, it gives people hope. I feel I have a family in Community Solutions.”

Marta

“No woman deserves to be abused, taken advantage of, or treated violently the way I was.”
Brandon

“Now I am calming down when people make me mad. Before I used to be mean and do mean things to them.”

78% of children & youth in our care were acting out less frequently after treatment.

With your support, even our youngest neighbors find happiness.

9-year-old Brandon was experiencing bullying and isolation by his peers. He reacted with aggressive and sometimes violent behavior towards his classmates, or he simply refused to go to school. His school counselor reached out to us for help. Brandon thought we would be “just another adult telling him how badly he was doing” but instead found that we were on his side.

Thanks to your support, Brandon had access to the help he needed. He learned to challenge unhealthy self-talk and developed new coping skills to keep himself calm when scared or angry. Using these new tools, Brandon achieved perfect attendance and even made some new friends.

“He is more self-aware now,” says his mother. “He will communicate rather than shut down or he will talk about things he is scared of. He is realizing he has the power to affect relationships which I think affects his relationships at school.”
Community Solutions has offered me the gift of clarity and opportunities that may not have been otherwise available.

In the past year alone, Community Solutions provided 125,105 hours of mental health care for local adults, children and families.

ADULT BEHAVIORAL HEALTH

Thanks to you, adults living with mental illness are finding the path to recovery and hope.

22-year-old Charley struggled with obsessive thoughts and excessive ruminating. He worried constantly and could not focus. When he found himself in Santa Clara County’s “Drug Court,” Charley had the opportunity to receive help or go to jail. He chose help.

With your support, Charley received the mental health care he needed, including individual and group therapy, case management, and medication support. He really enjoyed the group sessions and eagerly engaged in learning and practicing new, healthy coping skills.

Thanks to you, Charley is much calmer today and able to focus on his goals, such as work and going back to school. “I have a different perspective on handling my thoughts and emotions,” says Charley. “I have learned different coping mechanisms and to reach out more often.”
With your support, previously homeless adults are thriving with housing support, mental health care, and substance abuse treatment.

When we met 59-year-old Susan, she had been homeless for more than 25 years and was struggling with drug use, psychiatric issues and health problems. As a child, Susan had been sexually abused. She turned to drugs to cope with her emotions and, eventually, that led to life on the streets.

Thanks to your support, Susan had the chance to see that life could be different. With the support of her Community Solutions team, Susan found stable housing and received medication support and much-needed therapy. She stopped using drugs and started to take care of her health problems.

“I needed help but I couldn’t do it on my own,” says Susan. “I didn’t think I was going to get off the streets. I’m different because you are helping me. If I can get better, other people can too.”

Susan

“I thought I was going to die out there.”

Your support helped people all 365 days of the year.
Whose lives you’ve changed

YOUR IMPACT BY THE NUMBERS

Demographics

- Older Adult (65+) 1%
- Adult (18–64) 52%
- Teenage (13–17) 10%
- School Age (5–12) 16%
- Infant/Pre-School (0–4) 4%
- Not Disclosed 17%

- Female 66%
- Male 34%

- Latino 62%
- Caucasian 22%
- African American 5%
- Asian 3%
- Other 2%
- Not Disclosed 6%

OUTCOMES/STATS

- 4,866 local children, families and individuals received care
- 2,800 holiday gifts delivered to local families
- 1,356 crisis hotline calls answered
- 91% of clients were happy with services provided†
- 89% of parents/caregivers improved in their ability to be effective parents*
- 83% of seriously mentally ill adults were functioning better†
- 78% of children and youth were acting out less frequently*
- 70% of youth significantly improved in social and academic functioning*

* Results at discharge from treatment using the Child and Adolescent Needs and Strengths (CANS) survey. These outcomes exceed county and agency goals for client improvement.
† Results at discharge from treatment using the Milestone of Recovery scale (MORS). These outcomes exceed county and agency goals for client improvement.
91% of clients were happy with services provided

**WHAT CLIENTS SAY WAS MOST HELPFUL**

- Counselors that don’t give up
- Consistency every week; following up with our appointments
- The team has always been there in crisis
- Support and guidance to better parent my child
- They hold me accountable and responsible for my actions
- They were there for me when I needed to talk
- Working with the psychiatrist on behavior and medication
- They’re in tune with my children and family’s needs

Financials in Brief
- Community Solutions’ programs and services continue to grow in response to the increasing needs of the children, families and individuals in our community.
- Our commitment to being the provider of choice for our clients ensures that our program growth does not compromise our commitment to excellence of service.
- Proactive forecasting and strategic planning ensure that our programs meet the needs and requirements of the changing health care market.
- Our programs for survivors of sexual assault, domestic violence, and human trafficking experienced significant growth this year, outpacing available funding.
- 90% of every dollar contributed to Community Solutions directly supports services to the children, families and individuals we serve.

Fiscal Overview

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Revenue

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<td>Government Grants &amp; Contracts</td>
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<td>Fees for Service</td>
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<td>Community Support</td>
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<td><strong>Total Revenue</strong></td>
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Expenses

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<td>Services to Clients</td>
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<td>Administrative &amp; Support Services</td>
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<td>Fundraising</td>
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Statement of Financial Position

Expenses

- Services to Clients: 90%
- Administrative & Support Services: 9%
- Fundraising: 1%
90% of every dollar contributed to Community Solutions directly supports services to the children, families and individuals we serve.

YOU ARE A SOURCE OF HOPE

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 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 or call 408-846-4717.

Henry

“Thanks to you, there is hope and living has a meaning and a future.”
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., Ste. 100
Gilroy, CA 95020
408-842-7138

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

5671 Santa Teresa Blvd.
Stes. 202 & 203
San Jose, CA 95123
408-225-9163

310 Fourth St., Ste. 105
Hollister, CA 95023
831-637-1094

**24-HOUR CRISIS LINES**

**Sexual Assault & Domestic Violence**
(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
Eduard Agajanian, Chief Financial Officer
Lisa Davis, Chief Operations Officer
Diane Ratcliff, Chief Administrative Officer
Lisa DeSilva, Chief Development Officer

**BOARD OF DIRECTORS**

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