Creating Opportunities that Change Lives

In the last year alone, you have changed the lives of 4,636 children, families, and adults in our community. By providing the care, support, skills, and resources they need to heal, you’ve given them the opportunity to live healthier lives and to more fully engage with their families and their community.

Thanks to you...

**SOLUTIONS TO VIOLENCE** programs are providing safety and healing for survivors of domestic violence, sexual assault and human trafficking.

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

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

**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.

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“**I learned to use deep breathing or guided relaxation videos to calm myself down when feeling anxious. When someone is putting me down, I ask them to stop and if they don’t do it, I go to an adult.**”

~LUIS, AGE 11

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“**You have helped me a lot. I am no longer in the hole I was in. I can trust more now. I can trust more in everything and everyone. I can be there to listen to others.**”

~MARICELA, AGE 47

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All names and images have been changed to protect the privacy of our clients.
In the past year alone, you have made recovery and hope possible for 4,636 children, families, and adults in our community.
Since opening in 1978, our La Isla Pacifica shelter has provided a safe and confidential refuge for more than 5,500 women and children survivors of human trafficking and domestic violence.

Rachel

“I know that you are here to help me through it.”

Solutions to Violence

Your support gives survivors of violence a safe place to share their story and begin to heal.

15-year-old Rachel is a survivor of commercial sexual exploitation of children (CSEC), also known as forcing a minor to engage in sex work. When she came to us, Rachel was struggling with anger and unhealthy relationships; she didn’t know how to set healthy boundaries.

Your support gave Rachel a safe space to talk about her experiences and emotions and new skills to cope with them. Through peer counseling, she learned what healthy relationships should look like and the choices she can make. She is slowly working on her anger issues; it is difficult but she is trying because she now knows that she is worth the effort.

For Rachel, the difference was having someone who would listen to her without judging. “I learned to be comfortable in being able to talk about my problems,” says Rachel. “[I value] being able to have that safe space to talk about things that matter to me and not feeling embarrassed for asking.”
Sophia

“I’m getting along much better with my family now. I know how to talk instead of acting out.”

Child & Youth Services

Thanks to you, even our youngest neighbors learn to handle big emotions in healthy ways.

10-year-old Sophia was experiencing unresolved guilt about her mother’s death. Unable to verbalize this scary feeling, she expressed her grief by acting out. She fought with her siblings and extended family, struggled at school, and became withdrawn. Her school reached out to us for help.

Thanks to your support, we were able to give Sophia the care she needed. Sophia’s treatment team engaged her in activities designed to help her process her grief and reengage socially. Together they created a memory quilt to honor her mother. Sophia also participated in our youth social skills group to work on positive peer interactions, healthy communication, and good decision-making skills.

Today, Sophia is smiling and happy with a positive outlook on life. She has learned to stop and think before reacting. “I’m feeling better about myself,” she says. “I learned how to handle things better. I learned a lot but in a fun way. I had a lot of fun!”

78% of youth significantly improved in social and academic functioning.
85% of seriously mentally ill adults were functioning better after 6 months of treatment.

Eric

85% of seriously mentally ill adults were functioning better after 6 months of treatment.

Adult Behavioral Health

Your support gives adults living with mental illness and substance abuse the opportunities for recovery, healing and renewed hope.

35-year-old Eric struggled with addiction for years. He was referred to Community Solutions when his substance use and mental health challenges landed him in court. Eric was actually excited to find our program and to learn more about his mental health issues, including symptoms of post-traumatic stress disorder (PTSD).

Thanks to your support, Eric finally received the resources and support he needed to manage his symptoms without abusing drugs or alcohol. He eagerly attended sessions with his psychiatrist and therapist and engaged in both mental health and substance use support groups. Eric says the program helped him learn to “stop, think, observe and perceive (STOP)” in all situations.

Eric has remained clean and sober and is no longer homeless. He is excited to have the opportunity for a new beginning in life. “I feel I have more control over my life than I did before. I know how to think positive and be positive every day so I can get positive feedback.”

Eric

“The program works... stick to it and it works! I’m clean and sober.”

85%
Housing & Residential Services

With your support, adults in crisis get the care they need to begin rebuilding their lives.

59-year-old Patrick came to our Madrone Crisis Residential program struggling with major depression and recovering from a suicide attempt. He had previously lost his job and become homeless. When we met him, Patrick was withdrawn and feeling hopeless.

Thanks to your support, Patrick received the treatment, care and resources he needed to reengage with life. He received medication support and therapy, and began to engage in treatment groups. Patrick moved to our La Case del Puente Transitional Residential program until he was able to care for himself independently.

When asked what he learned from Community Solutions, Patrick says, “I can be self-sufficient. I am strong. I can live independently and be successful as long as I take my medication, use my coping skills, and ask for help when I need it.”
Whose Lives You’ve Changed

Demographics

- Older Adult (65+): 2.5%
- Adult (18–64): 54%
- Teenage (13–17): 14%
- School Age (5–12): 12%
- Infant/Pre-School (0–4): 4%
- Not Disclosed: 13.5%

- Female: 63%
- Male: 36%
- Transgender/Not Disclosed: 1%

- Latino: 56%
- Caucasian: 26%
- African American: 6%
- Asian: 4%
- Other: 3%
- Not Disclosed: 5%

Your Impact in Numbers

- 4,636 local children, families and individuals received care
- 110,367 hours of mental health care were provided for children, youth and adults
- 1,780 children, teens and adults participated in sexual assault and intimate partner abuse prevention & education
- 92% of clients were happy with services provided*
- 85% of children and youth were acting out less frequently†
- 77% of children and youth improved in school performance†
- 85% of seriously mentally ill adults were functioning better after 6 months of treatment‡

† Results at discharge from treatment using the Child and Adolescent Needs and Strengths (CANS) survey.
‡ Results at discharge using the Milestone of Recovery scale (MORS).
What Clients Say Was Most Helpful

“At the start of services, you came to my house and you told me I was not alone.” ~FOSTER MOM

“Your openness and playful attitude with my son, and willingness to really help me understand what he is going through.” ~ADOPTIVE MOTHER

“The time and advice I received because it really helped me get through hard times.” ~RAQUEL, AGE 15

“To have someone that understood me without me having to explain my situation. I was connected to a role model that helped me see my potential.” ~MARIO, AGE 18

“The one-on-one support with my case manager.” ~DAVON, AGE 35

“The flexibility of the program; being able to change the time and day of visits.” ~GRANDMOTHER

“The safety planning I did with my advocate. It helped me feel safe during the court process.” ~CAMILA, AGE 13

“I was offered easy strategies that I could use on a daily basis to better my son’s behaviors.” ~MOTHER

92% of clients were happy with services provided.
Statement of Financial Position

Fiscal Overview

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Total Assets</td>
<td>$ 6,602,891</td>
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<tr>
<td>Total Liabilities</td>
<td>$ 5,696,279</td>
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<tr>
<td><strong>Net Assets</strong></td>
<td>$ 906,612</td>
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Revenue

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<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Government Grants &amp; Contracts</td>
<td>$ 25,369,288</td>
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<tr>
<td>Community Support</td>
<td>$ 612,501</td>
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<td>Fees for Service</td>
<td>$ 385,999</td>
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<tr>
<td>Other Income</td>
<td>$ 438,949</td>
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<tr>
<td>Net Assets Released from Restrictions</td>
<td>$ 73,052</td>
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<td><strong>Total Revenue</strong></td>
<td>$ 26,879,789</td>
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Expenses

<table>
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<tr>
<th>Category</th>
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<tr>
<td>Services to Clients</td>
<td>$ 24,227,636</td>
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<tr>
<td>Administrative &amp; Support Services</td>
<td>$ 2,343,958</td>
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<td>Fundraising</td>
<td>$ 245,197</td>
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<td><strong>Total Expenses</strong></td>
<td>$ 26,816,791</td>
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Financials in Brief

- Community Solutions undergoes an independent financial audit annually which is consistently clean and without findings. A complete copy of our 2017–2018 Audited Financials can be viewed and downloaded from our website at [www.communitysolutions.org/financial-reports](http://www.communitysolutions.org/financial-reports).
- We continue to be sought out by funders and partners to implement new programs in response to the unmet needs of the children, families and individuals living in our local communities.
- Our programs for survivors of sexual assault, domestic violence and human trafficking continue to experience significant growth, outpacing available funding year to year.
- 90 cents of every dollar contributed to Community Solutions directly support 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.

Emily

“Thank you Community Solutions for being there when I felt alone and didn’t think I could do it on my own.”

~ EMILY, AGE 22

90 cents of every dollar contributed to Community Solutions directly support services to the children, families and individuals we serve.
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.

<table>
<thead>
<tr>
<th>AGENCY LOCATIONS</th>
<th>EXECUTIVE TEAM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main Office</strong></td>
<td>Erin O’Brien, President &amp; CEO</td>
</tr>
<tr>
<td>9015 Murray Ave., Ste. 100 Gilroy, CA 95020</td>
<td>Lisa Davis, Chief Operations Officer</td>
</tr>
<tr>
<td>408-842-7138</td>
<td>JoAnn Davis, Interim Chief Financial Officer</td>
</tr>
<tr>
<td>16264 Church St., Ste. 103 Morgan Hill, CA 95037</td>
<td>Diane Ratcliff, Chief Administrative Officer</td>
</tr>
<tr>
<td>408-779-2113</td>
<td>Lisa DeSilva, Chief Development Officer</td>
</tr>
<tr>
<td>1356 Ridder Park Dr. San Jose, CA 95131</td>
<td><strong>BOARD OF DIRECTORS</strong></td>
</tr>
<tr>
<td>408-225-9163</td>
<td>Robin Parsons, Chair</td>
</tr>
<tr>
<td>341 Tres Pinos Rd., Ste. 202B Hollister, CA 95023</td>
<td>Deborah Morton-Padilla, Vice Chair</td>
</tr>
<tr>
<td>831-637-1094</td>
<td>Mike Thompson, Treasurer</td>
</tr>
<tr>
<td><strong>24-HOUR CRISIS LINES</strong></td>
<td>Lisa Washington, Secretary</td>
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<tr>
<td><strong>Sexual Assault &amp; Domestic Violence</strong></td>
<td>Janie Mardesich, Immediate Past Chair</td>
</tr>
<tr>
<td>(South County &amp; San Benito County)</td>
<td>Dana Ditmore</td>
</tr>
<tr>
<td>1-877-END-SADV / 1-877-363-7238</td>
<td>Joel Goldsmith</td>
</tr>
<tr>
<td><strong>Youth &amp; Family Crisis Line</strong></td>
<td>Jeff Jacobs</td>
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<tr>
<td>(South County)</td>
<td>Erin O’Brien</td>
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<tr>
<td>408-683-4118</td>
<td>David Swing</td>
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<tr>
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<td>Jennifer Tate</td>
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<td>Kyra Whitten</td>
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