



October 2012



## ARCC Leadership

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Andrea Urton-Hayward

*director of operations*

### Program Managers



## Alum Rock Counseling Center

*"Creating responsible adults from East San José's highest risk youth."*

777 N First St #444 San Jose, CA 95112 408-240-0070 [info@alumrockcc.org](mailto:info@alumrockcc.org)

## Back to School

*by Patricia Chiapellone, ARCC Executive Director*

At **ARCC** we are back in our schools as well and in the process of creating our own report card - an **ARCC Annual Report** that highlights success, identifies areas for improvement and draws the connection of accomplishments toward **agency goals, our mission, values and areas of impact.**

Comprehensive annual program reports have been drafted for each of our **twelve programs** detailing the capacity, demographics and scope for each program.



- 1) Children's Services (ages 0-5)
- 2) Community Access for Prevention Activities
- 3) Competency Development Services
- 4) Counseling Internship Program
- 5) Crisis Intervention Program for Youth
- 6) Direct Referral Program
- 7) Mobile Crisis Response & Counseling Services
- 8) Ocala Middle School Mentoring & Support Program
- 9) Prevention & Early Intervention - Central
- 10) Prevention & Early Intervention - East
- 11) Post Crisis Intervention Program
- 12) Truancy Reduction Services

Akiko Chung  
*prevention & early intervention*  
Linda Franklin  
*community services unit*  
Vernoica Gamboa  
*prevention & early intervention*  
James Jurardo  
*post crisis intervention*  
Chris Park  
*quality assurance director*  
Thomishia Penn  
*mobile crisis response & counseling*  
Rene Ramirez  
*prevention & early intervention director*  
Jennifer Sweeney  
*children's services*  
Vicky Tamashiro  
*clinical director*

**SAVE THE DATE!**  
**Thursday Feb. 28th**



for ARCC's Annual  
Fundraising Luncheon

**Unmasking the  
Potential  
of Today's Youth**

Event Co-Chairs



Darcie Green

and

**Of course with any report card, it's results that count.**

Measurable outcomes are so important as they not only help us tell our story but demonstrate directly our impact in the community. While our agency annual report won't be final until December 2012, I want to give you a sneak peak at the results for our Mobile Crisis Response & Counseling Program (MCRC). MCRC is an integral part of the **Status Offender Services Collaborative** created in 1978 and comprised of **Alum Rock Counseling Center, Bill Wilson Center and Community Solutions**. As a direct result of this collaboration last year we served **2787 youth and their families**. (*2,500+ people called the crisis hotline for assistance and 400+ people received shelter services*)

**And our impact was**

- **95%** reported staff were respectful and spoke to them in  
a way that was understandable.
- **93.5%** had no further penetration into Juvenile Justice
- **89%** reported that in a crisis, they would be able to get the support that they need.
- **87%** reunified with families and remained in their homes 90 days past treatment
- **86%** reduced substance use

In 2014 we will celebrate our **40th anniversary**, yet too few people in and around Santa Clara County know about the incredible work we do. For those who know our work, **we are heroes**. As Sunrise Middle School Principal Teresa Robinson says of her students counseled by ARCC, "**We would never have the time needed to give them the help they deserve were it not for you guys being here.**"

Over the next few months, we will be making a concerted effort to raise the agency's profile, to be sure that more and more people become familiar with **the positive impact ARCC continues to make in our community**.

In this month's Why I Give article Director of Operations Andrea Urton-Hayward shares the unanticipated bonus of her recent participation in the Matching Ceremony for the **Ocala Middle School Mentoring & Support Program**. I encourage you to consider learning more about what it takes to be a great mentor!

In Spotlight on: MCRC Program Manager Thomishia Penn has provided a compelling perspective as someone who grew up in one of the neighborhoods her program serves. The MCRC team is **using their own life experience to change the lives of at-risk youth**. Perhaps it is from some of these clients that future ARCC mentors and counselors will emerge.

I encourage you to forward this e-newsletter to everyone in your circle, to let them know about **ARCC**. And I hope you will plan to join us for our **annual fundraising luncheon on Thursday, February 28**.

As always, thank you for your generous support.



Meri Maben

*Patricia Chapeelone*

P.S. I'd like to personally say, "Thank you!" to the **Leo M. Shortino Family Foundation** and **Kaiser Permanente, Santa Clara County-South Bay Region** for their generous grants to support ARCC programs.

**DONATE NOW**

## Spotlight: Mobile Crisis Response

*by Thomishia Penn, Program Manager*

The **ARCC Mobile Crisis Response and Counseling Services Program (MCRC)** provides support in schools and throughout the community **when our neighbors needs us most** -- assisting youth as young as six, and up to age twenty-one when foster children "age out of the system." We serve youth who are beyond parental control, habitually truant, those who have runaway and violated curfew.

Our twenty-four hour crisis hotline is available seven days a week for immediate face-to-face counseling and/or home intervention. Throughout the school year, MCRC services are delivered on campus at **22 schools** in four San Jose school districts - **Alum Rock, East Side Union High, Mount Pleasant and Franklin McKinley**. Our goal is to work collaboratively with the schools to effectively support youth and their families.



## The Ocala Mentoring Program



As the MCRC Program Manager, **I am proud to know that my team understands the needs of our clients and our community**. In fact many, like me, are from **East Side San Jose** or similar communities. We grew up in these neighborhoods, attended these schools and faced the same trials the youth we serve face today. **We know, first hand, the challenges that many of our clients face at school, at home and in the neighborhood**. We understand the struggles and barriers our clients encounter each day.

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I experienced the pressure to join a gang, the struggles of living in poverty and the challenge of dealing with peers going through the same things I faced day after day. **I am passionate about serving my community and giving back, so is my staff.**

**ARCC WEBSITE**

The MCRC Team consists of **qualified, competent and culturally aware** professionals who are **well prepared to respond to the needs of the community**. ARCC is diligent about providing the training and tools for field staff to work effectively with clients. **Since 1978 MCRC has served Santa Clara County and has been a resource to East Side San Jose**. We provide short

Saturday September  
29th, 2012

Patricia Chiapellone  
spoke on the Mentoring  
panel at:  
**Carry The Vision**

*"If we are to create peace in  
our world, we must begin  
with our children."*

- Mahatma Gandhi

**THANK YOU!!!**

ARCC could not do our  
work without you



### Summer 2012 Donors

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Elias Chamorro, Jr.  
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Kaiser Foundation  
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Tom McGovern

term counseling, case management and post-crisis follow-up.  
**We restore family stability.**

## Why I Give

by Andrea Urton-Hayward, ARCC Director of Operations

A few weeks ago, I attended the **Matching Ceremony** in which **Ocala Middle School** students participating in our mentoring & support program meet with **volunteer mentors**.



Not unlike a good old fashioned matchmaking mixer, this is a light-hearted social occasion with the very serious intention of making just the right connection between student and mentor. **ARCC** staff did an **incredible job** of making things **celebratory** and **engaging**.

I was delighted to be there to **acknowledge the hard work and resourcefulness of staff members** - including **Mentor Coordinator Bea Ramos** who is moving into a new position at ARCC in the PEI program. (**Congratulations, Bea!**) It was a pleasure to meet **new and returning mentors whose generosity as volunteer role models is priceless**. Meeting the students who have been chosen to participate in this rigorous program was **the highlight of the day**. The **unexpected bonus** was that one of these students turned out to be everything I didn't know I was looking for - **a mentee for me! I didn't begin the day planning to become a volunteer mentor. I couldn't end the day without wanting to do exactly that.**



I love working at **ARCC** as the agency's **first Director of Operations**. There's plenty to do and the work is richly rewarding, though always challenging. It's not as though there's an excess of free time, and yet **I knew** at that Saturday morning event, **becoming a volunteer mentor would be just the right thing for me to do** and one more way of **giving back**.

I know I will learn from my mentee and that she will learn from me. I am looking forward to this **new adventure** and know that **what I will get from this experience will far outweigh the time I will spend**. I am deeply appreciative of the dedication, integrity and creativity of our **ARCC teams** and, this month, for **my mentee! This is why I give...**

## Partners In Community

from Theresa Robinson, Principal at Sunrise Middle School

**"Thank you, Alum Rock Counseling Center**, for being so responsive to **our needs**. The two counselors you are sending

Bob Nunez  
Jason Sidhu  
Bob Tolan  
Andrea Urton-Hayward  
Scott Whelton  
United Way Silicon Valley



 [Forward to a Friend](#)

to our school are most **qualified, professional, helpful**, and most important of all, **effective!** Our students who work with your counselors improve rapidly. We would never have the time needed to give them the help they deserve were it not for you guys being here. **Thank you so much!**"



## ARCC Areas of Impact

1. Decrease at-risk and violent behaviors in youth and in the community.
2. Decrease system-dependent youth.
3. Sustain youth through elementary, middle and high school graduation and beyond.
4. Ensure all kids are kindergarten ready.

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