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CEO Corner

by Patricia Chiapellone, ARCC Chief Executive Officer

Spring is a season of change. Although here in California we don't experience the extreme changes in climate between winter and summer, there is still ample evidence that with Spring we see new possibilities and new beginnings all around us. **So the theme for this edition is 'change.'**

Yesterday was a big day for ARCC - especially for those who participate in our Middle School Mentoring & Support Program. Yesterday we celebrated the volunteer mentors, ARCC program staff, school staff, grantors and supporters, and especially the students who give this program their all. Everyone has had a hand in the success of the 29 eighth grade students who we honored last night. Yet in the end it is these 29 graduating students themselves who are responsible for the incredible change, the powerful transition that brought them to the party. They entered the program three years ago with the possibility of failure looming over their heads. They walked the stage last night unqualified winners, prepared to continue on to high school.



chief development officer
Clayton Ng
chief financial officer
Andrea Urton-Hayward
chief operating officer

Program Managers

Akiko Chung
children's services
Linda Franklin
community services unit
Veronica Gamboa
prevention & early intervention
Larry Hanville
children's services
Elisha Heruty
associate director of outcomes
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prevention & early intervention
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director of quality assurance
Thomishia Penn
mobile crisis response & counseling
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program director
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When we launched this program four years ago, we envisioned changing lives - one student at a time. I was so proud to address the 32 eighth graders and their guests last year, to see the excitement and sense of

accomplishment in their eyes and the promise they represented to the sixth- and seventh-graders who would follow. Their unbridled enthusiasm for our own **Daniel Gutierrez, Jose Macias** and **Courtney Groszhans** who deliver the program on campus each day was infectious. As I prepared to speak last night to this second graduating class, it occurred to me that I could sum up my wishes for them in the briefest of thoughts from no less than **Abraham Lincoln - "Whatever you are, be a good one."**

I am thrilled to announce two new initiatives that further the work of the Middle School Mentoring & Support Program and let our students know how deeply we are invested in their futures.

- **Girish and Datta Shah**, supporters of this Program from the beginning, have created an incentive program to encourage academic excellence in our students. These thoughtful incentives will motivate and acknowledge the achievement of sixth, seventh, and eighth-graders as well as those who continue to excel and to stay in touch with us throughout their high school experience.
- Working with a team that includes **Leo M. Shortino Family Foundation Executive Director Elaine Curran**, we are launching a summer enrichment project to provide a 'warm hand-off' from middle school to high school for students entering ninth-grade at Overfelt High School. In conjunction with their Camelot Program that supports this often daunting transition with academic preparation as well as connection to extracurricular activities and pro-social support, ARCC will provide an on-campus counselor as a resource of the freshman class from the summer through the school year.

Thanks to **COO Andrea Urton**, we have stepped into a brave, new world transitioning to an out-sourced IT system. On June 1st we 'go live' with **Varsity Technology** and fully expect that after a few inevitable, initial kinks, we will see benefits in productivity through better connectivity. This transition has been an arduous task - assessing existing systems, measuring the possibilities of new technology and more; and Andrea has demonstrated an enviable capacity for learning not just the lingo, but the actual operations and efficiencies of new hardware, software and so much more. Our fingers are crossed for a pending **Cisco Technology Grant** that would possibly provide a new phone and voicemail system to greatly improve staff productivity. We'll keep you posted.

I'll close by mentioning the strategic planning we have been immersed in over the past few months. With the active involvement of our Board, my Senior Management Team (**Andrea, Clayton Ng, and Stephanie Demos**) and input from staff at all levels, I am delighted that we will soon be announcing a new Mission, Vision and updated Areas of Impact for the agency. These changes are a natural evolution driven by Health Care Reform as well as changes in our community. We have been scrupulous in keeping the character of this agency while finding the best possible way to deliver behavioral health services to the wonderfully diverse neighborhoods of Santa Clara County. Look for more announcements in the weeks to come.

George Bernard Shaw wrote, "Life isn't about finding yourself. Life is about creating yourself." ARCC found itself decades ago and the intent of our founders remains relevant still. We are, however, ready, willing, and able to continue to "create" ourselves and to change as the needs of our clients and our partners evolve.

Patricia Chapselone

Who What Where When

- At the end of February, Andrea took her place as a **Commissioner on the Santa Clara County Social Services Advisory Commission** currently chaired by Laura Champion of EMQ/Families First. About the opportunity Andrea says, "I am excited and honored to be of service to my community and SSA in the capacity of Commissioner. I have worked with SSA for many years in various capacities and value this

opportunity to support and acknowledge the important work they do"

- On April 22, at the invitation of **Intero Foundation**, two of our students, **Lucie** and **Crystal**, addressed more than 600 realtors in the Ballroom at the Fairmont Hotel on the difference the mentoring program has made in their lives. Those of you who attended our January luncheon heard these girls speak. With the alternating sniffles and high-fives from a captive audience, the presentation of personally autographed footballs from **49er legend Dwight Clark** himself and a celebratory dinner, these young ladies are becoming quite the media darlings. In fact the girls chatted enthusiastically about The Ellen Show ... Hey, Ellen, they're ready for their close-ups!
- On April 23 Board Member Angel Kelly along with Andrea and Stephanie accompanied Patricia who accepted a Community Hero award from the **Santa Clara County Mental Health Board** on behalf of ARCC. The award recognized not only the agency's 40 years of service, but Patricia's 10 years at the helm. The nomination centered around consistency of service - "When Patricia stepped into the role of ED in 2004, even after a lifetime in the social services sector, she knew no one in San Jose. Today she is deeply connected to an incredible network of service providers, advocates and champions who believe, as she does, that the key to solving the challenges that threaten our goals, is to offer access to quality mental health services."
- Last month ARCC successfully nominated **Advisory Board Member Darcie Green, Kaiser Permanente**, as a **2014 Distinguished Volunteer Fundraiser** to be honored at the annual Association of Fundraising Professionals (**AFP SVC**) luncheon in November.
- **Patricia** was honored by **Grail Family Services** at their May 2nd "Families Learning Together" luncheon **"In appreciation of her Contribution and Partnership to Our Programs - Now and Always"**. Because we pride ourselves as being an agency that embraces collaboration and building partnerships, this award is especially meaningful. We are continually looking for ways to build upon long-standing partnerships such as ours with Grail and are, in fact, pursuing the means to deliver the culturally- and linguistically fluent mental health counseling services to the Mayfair district in concert with Grail and Our Lady of Guadalupe Church next year.

Changing the World Through Giving

by Stephanie Demos, ARCC Chief Development Officer

Nelson Mandela said, "Education is the most powerful weapon which you can use to change the world." With the mentoring and support program we work hard every day to remove the barriers to obtaining that education, that most powerful weapon against limited expectation. We want our students to stay in school and to be part of the solution to curbing violence in their schools and neighborhoods. With the tools they learn in the Program for healthy interaction, decision making and conflict resolution, they have been successful in completing middle school and are armed with resources for completing high school and beyond.

Thanks to the support of many, this program benefits 90+ students at Ocala Middle School every year. It takes approximately \$2,800 per student to fund this program each year, \$8,400 per student to underwrite a complete three-year curriculum for a single student. What an incredibly inexpensive price for a promising new start - for an investment in a young person's capacity for changing the world! **Please take note of our Ocala program sponsors below and think about how you might invest any amount to help change the world - one student at a time.**

Thomas Edison said, "I have not failed. I've just found 10,000 ways that won't work." Well through a brand new event from the Silicon Valley Community Foundation, SVGives - we found a new way to raise funds to benefit all ARCC programs and services. In fact, just on dollars alone, in raising \$9,010 on-line in a single day, we found nearly 10,000 ways that actually did work. (Additional stats of note - 55 individual gift were received from a total of 41 donors; 20 of these gifts were from new supporters of ARCC and 19 total came from our staff.) We'll keep increasing our on-line donations as a terrific tool for sustainability. (It's as easy as visiting our website and clicking on the "[Donate Now](#)" button)

A huge thank you to Patricia who started the ball rolling with a generous \$4,000 challenge and to Clayton who gamely vied for every hourly matching opportunity! Thank you to everyone who participated in SVGives - many first time supporters - and we encourage you to continue to use this easy method of giving throughout the year and to encourage everyone you can



visit our website





Forward to a Friend

think of to support the work of ARCC. ([By the way, are you Facebook friend yet?](#)) There's no word yet on whether the Foundation will host another SVGives event in 2015 but having raised nearly \$8M in 24-hours for hundreds of local nonprofits - there are limitless possibilities for the future.

I'd be remiss if I didn't make one last plea - as we look to close the books on FY2013-14 on June 30th. We welcome any and all donations to bring us to a successful finish line. Whether on-line, by credit card or check in the mail - every single dollar received before July 1 will be especially appreciated this year! Thank you for your consideration.

So with a little final inspiration from **Ralph Waldo Emerson** who wrote, "**What lies behind us and what lies before us are tiny matters compared to what lives within us,**" I'll close. Within all of us there's limitless possibility. Inspired by the clients we serve - the students at Ocala, moms and dads in parenting workshops, infants, toddlers and preschoolers we are preparing for kindergarten, families and individuals in crisis and so many more - let's end this fiscal year focusing on bringing out the best of what lives within us. Happy Spring!

It's fiscal year end at ARCC. On June 30th we close the books, but every gift received before July 1 can make a tremendous difference.

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Tangence/Manish & Nivisha Mehta
Andrea Urton
Scott Whelton
Jon & Linda Yap

ARCC Events!

Please mark your calendars for the next event!

August 2, 2014 - Fiesta de la Familia at San Jose History Park



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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