We live in a stressful society with many uncertainties which often manifests in anxiety, depression, anger and confusion.

This past year, CHAC welcomed new executive and supervisory staff who are dedicated and passionate about the work CHAC does in our community. It has been wonderful to watch CHAC continue to develop new programs and processes to better serve the children, families and individuals in our community. We are truly blessed to have an organization in our community that cares for everyone — independent of their income or citizenship status. Not only does CHAC offer help for individuals — CHAC also offers preventative and awareness programs in our schools and in our community to increase the resilience of our children.

Please join me in supporting CHAC — increasing mental health support for the people in our community not only increases their quality of life, but increases the quality of life for everyone in our community.

Sandy Bergan
Chair, Board of Directors 2016-17

LETTER FROM EXECUTIVE DIRECTOR

Thank you so much for your support in helping CHAC to provide mental health and support services to families, children, adolescents and adults in our communities. For 44 years CHAC has been an important emotional safety net for so many in our schools and community. As I reflect on the impact of our work with youth and adults in our communities, it is our staff of compassionate and highly skilled professionals that help our clients to move forward from lives of abuse, trauma, depression and anxiety to become healthier, engaged members of our community.

Last year we offered services to nearly 5000 students in our K-12 schools, over 1000 members of our communities in our in-house clinic, and our outstanding Family Resource Center provided services to nearly 12,000 children and adults.

We are grateful for the support of our government, foundation and individual donors who join us in our commitment to provide services for everyone regardless of ability to pay. As a donor, you are creating comfort and hopeful futures for so many in our community whose access to counseling services would otherwise be out of reach without your support. On behalf of the staff, our professional psychologists and therapists and our clients, a heartfelt thanks to you — our generous and loyal donors — for your ongoing support.

Marsha Deslauriers, MBA
Executive Director
2016-17 ACCOMPLISHMENTS AND GOALS

CHAC PROGRAM HIGHLIGHTS

CHAC creates positive movement in people’s lives; on the following pages you will see highlights of services and programs through which CHAC has touched so many lives.

In 2016-2017, CHAC

• Expanded Latina/o/x program to reduce anxieties and suffering related to citizenship status and housing insecurity;
• Piloted new social emotional curricula in the classroom that strongly supports early prevention of more complex issues;
• Enhanced clinical services offered in 11 languages;
• Expanded clinical training and program orientation with increased focus on crisis intervention;
• Transitioned new leadership to bring strong fiscal and organizational management to CHAC.

GOALS FOR 2017-2018:

• Implement IT infrastructure, including Electronic Health Records system to enable coordination with hospitals and other providers;
• Create awareness in the community through CHAC Chats and e-Newsletter;
• Develop advanced career opportunities for intern staff;
• Enhance therapist training for cultural sensitivity;
• Partner with local design team to enhance client therapy rooms by Summer 2018.

CHAC BY THE NUMBERS 2016-17

17,693 CLIENTS SERVED

CLIENTS BY PROGRAM

<table>
<thead>
<tr>
<th>Program</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>School-based Counseling</td>
<td>3,470</td>
</tr>
<tr>
<td>Social Emotional Learning</td>
<td>1,220</td>
</tr>
<tr>
<td>Well Within (substance abuse)</td>
<td>128</td>
</tr>
<tr>
<td>In-house Counseling</td>
<td>940</td>
</tr>
<tr>
<td>CDS (first-time offender intervention)</td>
<td>123</td>
</tr>
<tr>
<td>Family Resource Center</td>
<td>11,812</td>
</tr>
</tbody>
</table>

BY SCHOOL DISTRICT

- MVLA 23%
- SESD 32%
- LASD 23%
- MVW 25%

District Population

- MVLA 11%
- MVW 25%
- SESD 26%
- LASD 19%
- SESD 44%
A critical component of CHAC’s work is an “integrated care” model of working with four school districts to support the psychological and emotional well-being of students grades K-12. School programs are provided free of charge to students and their families.

CHAC’s school-based programs include:

**Prevention Plus**
CHAC’s school-based on-site counseling services address social, emotional and mental health issues affecting students’ ability to learn. Family counseling and staff consultation and training services enhance student support and success in the classroom.

**Social Emotional Learning**
CHAC offers a variety of program that provide elementary and middle school students with valuable social and coping skills. The groups provide “safe spaces” for dealing with timely and sensitive issues in small group settings. Opt-in participation for 8-week programs; parental permission required.

**Just for Kids:** Just for Kids is a psychoeducational program for 3rd graders designed to build self-awareness, self-confidence, empathy, and teach healthy coping skills. Students complete a variety of interactive activities and art activities to practice social emotional skills they learn in the group. This school-based group program runs over the course of 8-weeks during lunchtime at 23 participating elementary schools in the Los Altos, Mountain View and Sunnyvale School Districts.

**Tween Talk Elementary**
An engaging and collaborative group program that equips 5th grade students with social and emotional coping skills. Group activities focus on how to manage emotions in healthy ways, develop effective problem-solving skills, develop greater self-awareness, increase empathy skills and provide students with support to practice valuable social skills.

**Tween Talk Middle**
An engaging and interactive group that teaches middle school (6-8th grade) students social and emotional coping skills. Tween Talk provides a crucial platform for the transition from elementary to middle school and provides a safe space and time to externalize anxieties about going to middle school, to normalize the fear of change and to dispel myths about middle school.
Village Wellness

Village Wellness exemplifies CHAC’s school-based support for parents, teachers and students. CHAC’s Village Wellness program, supporting Castro, Mistral and Landels schools, provides individual and group counseling to students. In addition, Village Wellness programs include: Second Step Violence Prevention Program and Kinder Social Skills Groups to all kindergartners; Just for Kids and Tween Talk social emotional learning groups; conflict resolution groups for the entire campus; classroom interventions when necessary; parent support, teacher support, and collaboration with other agencies to provide needed services to students and families.

Village Wellness is an award-winning program providing on-site support by licensed therapists to teachers, staff and students at high need schools. Support is provided in group activities - for students, teachers and parents — as well as individual consultations and referrals.

Crisis and Grief Counseling

CHAC counselors are poised to support school personnel in responding to local, site based or family crises at any time.

“CHAC therapists have been making a real difference helping children and families in our schools for many years. The therapists are trained and prepared to deal with difficult issues, supporting the entire system — teachers, students and families. The District appreciates such a collaborative working partnership with CHAC.”

Carmen Diaz Ghysels
Chief Human Relations Officer
Mountain View Whisman School District
CHAC is an important part of our community’s safety net for mental health services, offering individual counseling and program services to all.

**In House Counseling**
CHAC provides multi-lingual, multi-cultural counseling for children, teens, adults, couples and families at our clinic in Mountain View. Counseling is provided on a sliding scale of payment.

**Family Resource Center**
CHAC’s Family Resource Center (FRC) collaborates with FIRST 5 Santa Clara County and other community partners to offer programs that help parents and other caregivers understand the importance of physical and social emotional development during the first years of life and early school years, along with the family and community engagement needed to build strong social networks.

FRC classes, events and individual consultations foster ways of building and maintaining a healthy connection between parent and child and increasing resilience in the family. Family Resource Center staff also trains a dedicated group of volunteers — many who have started as participants - who continue to carry out our vision to encourage further community involvement.

In 2016-17, CHAC Family Resource Centers:
- Served over 11,000 individuals in Santa Clara County;
- Offered services in English, Spanish, Mandarin, and Japanese;
- Implemented programs to include multi-generational impact and involvement among families;
- Managed a volunteer corps of over 40 people.

**Multi-Cultural Programs**
CHAC is proud of the support that we provide to the multi-cultural population in Santa Clara County. CHAC therapists are native speakers in more than 11 languages.

CHAC is proud to offer a robust in-house Latinx program with services in Spanish:
- Individual and group counseling
- Crisis Intervention
- Nutrition and housing support
- Legal and Immigration assistance
- Financial counseling
- Support groups and parenting classes for the Latinx community

**Competency Development Program**
CHAC’s Competency Development Services (CDS) program works in collaboration with other non-profit agencies and the Santa Clara County Probation Department. CDS provides individual and/or family counseling, or short-term Individual Psychoeducation, for teens living in Santa Clara County who receive citations by police officers.
Assessment Clinic
CHAC’s Assessment Clinic provides affordably priced comprehensive psychological assessments using best practice assessment models and evidence-based testing measures. After completing testing with one of CHAC’s assessment clinicians, clients will be provided with extensive and specialized feedback. All of CHAC’s assessments are completed by graduate students in Ph.D. or Psy.D. programs. Fees for assessments are on a sliding scale basis in an effort to make services accessible to all members of the community. The Assessment Clinic at CHAC is equipped to provide full assessment batteries for children, aged five and older, as well as for adolescents and adults. The clinic provides evaluations for a range of concerns.

LGBTQQi
CHAC provides support and counseling services for Lesbian, Gay, Bisexual, Transgender, Queer and Questioning/interested adolescents and teens. Meetings are held at CHAC offices in conjunction with our agency partner, Outlet.

Well Within
Well Within is an outpatient, addiction-prevention program for teens and young adults affected by substance misuse/abuse and for their families. Well Within defines health through a biopsychosocial lens and uses the therapeutic modalities of mindfulness-based psychotherapy, family systems therapy as well as relapse prevention.

“Our CHAC therapist was a source of strength and calm for my daughter throughout high school. The therapist’s kind and professional manner was critical in helping my daughter through some very challenging times. Knowing that my daughter was supported by this therapist and in good hands gave me tremendous peace of mind. I would recommend this CHAC therapist unequivocally.”

Parent
“Having a mental health agency as a resource to the community is so important and vital. We are so fortunate that CHAC is available to everyone in our city. CHAC is the emotional safety net for everyone — and everyone will need support at some point in their life.”

Honorable Ken Rosenberg, Mayor of Mountain View
DONORS

CHAC is deeply grateful to the many individuals, civic and faith organizations, hospital, community and family foundations, city and local governments, and school districts that supported our mission in 2016-2017. CHAC is very appreciative of every contribution; we strive to assure that every dollar is put to the best use possible.

$150,000+
El Camino Healthcare District

$25,000 - 100,000
FIRST 5 Santa Clara County
Kaiser Permanente
Leo M Shortino Family Foundation
Palo Alto Medical Foundation
Sobrato Family Foundation
Jean and Lucian Taylor

$10,000 - 24,999
Los Altos Town Crier Holiday Fund
Mountain View Voice Holiday Fund
Ross Stores Foundation
Ruth Sherer
Yellow Chair Foundation

$5,000 - 9,999
Janice and William Anderson
Sandy Bergan
Dudley-Vehmeyer-Brown Memorial Foundation
Foothills Congregational Church UCC
Highfield Foundation
Kiwanis Club of Mountain View
Gay and Bill Krause
Los Altos Community Foundation
Los Altos Rotary Endowment Fund

$1,000 - 4,999
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Suzanne DeLaCruz and Bruce Barsi

Anne and David Bernstein
Trish and David Bubenik
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Marsha Scott
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Wesley Tanaka
Colleen Tate
Dan Tellep
Stephanie and George Tyson

$500-999
Covenant Presbyterian Church
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Monica Pereira and Kevin Dolan
Judy Hannemann
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Sally Ryan
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Paul Schutz
Valerie and Steve Taglio
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Quota Club international of Mountain View /Los Altos
Mita and Sankar Venkatraman
Anna Weldon

Up to $499
Marian and William Abbott
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Alisanne and Wyatt Allen
Leslie and Dan Armistead
Kathy Asmussen-Howard
Diana and David Aston
Susan August
Ann and Peter Bjorklund
Cheryl Bohley
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Alice and James Cochran
Betsy Collard
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Beverly Cooke
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Hilda and Michael Crady
Judith Crates
Tim and Clara Daniels
Thank You

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Sprouts
Stuart Rentals, Mountain View
Ania Zemlerub

Joint Powers Agreement Partners
City of Los Altos
City of Mountain View
Town of Los Altos Hills
Los Altos Elementary School District
Mountain View - Whisman Elementary School District
Mountain View - Los Altos Union High School District

Other Partnering Agencies
Sunnyvale Elementary School District

CHAC has made every effort possible to assure that this list is complete and accurate. Please accept our sincere apologies and regrets for any errors or omissions.

“I am so proud of CHAC. For 40+ years, CHAC’s staff and counseling interns have created programs that help students do well in school and become contributing members of our communities. CHAC addresses the original concerns of substance abuse as well as domestic violence issues, anti-bullying, anger management, social emotional issues along with new challenges. CHAC is a cost-effective source for community support. We ALL benefit from more harmony in classrooms, playgrounds, neighborhoods and homes. CHAC is a beneficiary in my trust. The need for CHAC won’t end.”

Joan MacDonald
Board Member and long-time donor

Anita and Leslie Nichols
Oak Avenue Elementary PTA
Linda and Julian Palmor
Laurie Bonilla and Ed Perry
Teresa Peters
Gail Prager
Joan and Robert Rabin
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Mira Geffner and Paul Southworth
Lester and Mary Jo Spring
Edmund Studman
Nancy Steensma

CHAC has made every effort possible to assure that this list is complete and accurate. Please accept our sincere apologies and regrets for any errors or omissions.
BOARD OF DIRECTORS

CHAC is grateful for the support of our community representatives that serve on the Board of Directors.

2016 – 2017 CHAC Board of Directors

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Bill James - Community Representative
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Vicki Oldberg - Community Representative
Anna Weldon - Community Representative

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Carmen Ghysels: Mountain View-Whisman School District Representative
Jean Mordo: City of Los Altos Representative
John Harpootlian: Town of Los Altos Hills Representative
Margaret Abe-Koga: City of Mountain View Representative
Phil Faillace: MV-LA Union High School District Representative
Vladimir Ivanovic: Los Altos School District Representative

CHAC STAFF 2016-17

Executive Director
Marsha Deslauriers, MBA

Administrative Staff
Noelle Beegle, MBA - Director of Administration and Finance
Margot Harrigan - Director of Development and Marketing

Clinical Services
Margaret Nettles, Ph.D. - Interim Associate Director of Clinical Services
Ella Schechtman-Cory, Ph.D. - Assistant Associate Director of Psychology, Assessments and Training
Carol Mellberg, MA, LMFT, ATR-BC - Associate Director School-based Services
Radha Jagannathan, MA, LMFT – Associate Director of In-House Community-based Programs

Clinical Supervisors
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Jana Emerson, MA, LMFT
Rosine Ferber, Ph.D., LMFT, ATR-BC
Ann Hawkins, MA, LMFT
Rebecca Jedel, Ph.D.
Elisabet Revilla, Ph.D.

Program Directors
Shannon Fitzpatrick, MA, LMFT, IMF – Just for Kids, Tween Talk
Veronica Foster, MA, LMFT – Well Within
Maddi Pascua, MA, ATR – Family Resource Center
Diana Ritter, MA, LMFT – Competency Development Services

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Mayra Barragan
Amrita Bassi
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