

Community.
Heart.
Affirmation.
Compassion.



2020–21
Annual Report

CHAC's Board serves our community

Dear Friends of CHAC,

Back Together, Again is the name of CHAC's innovative, hugely successful classroom program to reduce student anxiety through non-verbal, creative artistic expression. The program evolved from the pilot outlined on page 6, and has been scaled up and implemented at all Los Altos School District schools. It circumvents the inadequacy of narrative skills to convey emotions ineffable to the student, and overcomes this ineffability by unleashing the primitive impulse to draw, thus describing those emotions graphically. The program then relies on trained professionals to guide students toward comprehending the depicted emotions and to help the students feel understood, accepted, valued, and secure.



The program is preventive care for the emotional well-being of students in these uncertain times, but its title reminds us that we have been here before, full of hope last spring for a return to pre-pandemic life and the simple joy of exchanging smiles unmasked, only to have highly contagious virus variants and breakthrough cases put that hope on hold. The prospect of having to co-exist with Covid-19 for a very long time becomes ever more likely, and with it, a gnawing, pervasive angst that transcends even the dread of falling ill with the disease itself.

This seemingly ubiquitous anxiety has caused the demand for mental/emotional health services to mushroom. At the most recent MVLA Board meeting, a Stanford professor of psychiatry, pediatrics and education said that the past three months have seen a dramatic increase in students in this district, and districts all around Santa Clara County, seeking support for mental health conditions such as depression, anxiety, family struggles, and—in some cases—suicidal thinking. He proceeded to point out that this increase has stressed mental health therapists to the point of burnout and compassion fatigue.

Clearly, the demand for CHAC's services is greater than ever, but we are trying to satisfy that demand with the same level of resources that we had before the pandemic and its resultant societal displacement—a level that already had necessitated wait lists for vital services. You can see in these pages a sampling of CHAC's impressive accomplishments at the current level of support. What you can't see are the lives we could have improved and the suffering we could have prevented or alleviated if only we had more resources.

The conclusion is inescapable: CHAC must grow to meet the already grown and still growing demand.

As always, we are enormously grateful for your support, and we hope the information in these pages will make you proud to have provided that support. I hope also that we will soon be back together, again, at an event where I can thank you in person.

Please stay healthy, my friends.

Phil Faillace

Phil Faillace, CHAC Board Chair, FY'21-22

Leadership makes the difference

Dear Friends of CHAC,

As I review this report, I am reminded—again—of just how much changed in our lives, our agency, and our world as the pandemic continued.

I also find myself grateful for many things. I'm grateful that CHAC migrated to a HIPPA-compliant digital health records system so that we had the infrastructure to quickly pivot to tele-health. I'm especially grateful to our staff of talented and dedicated clinicians who implemented that pivot with uninterrupted counseling services to ensure important continuity of care for our clients. We help our kids stay engaged in distance learning with creative tele-health solutions and maintained an important human connection they so desperately needed in the pandemic. And I'm so very grateful to you, our supporters, for making it your personal commitment to ensure that critical mental health services remain available in our community by giving to CHAC.



At the same time, there are concerns that we must continue to address as an agency going forward, to meet the increasing need for access to mental health services for everyone. There are at-risk individuals and families in our underserved communities who have been disproportionately affected by the pandemic. Individuals of color in all our communities face the effects of systemic racism in our society every day affecting their mental health. Our children, who are keenly attuned to the worries and fears that they sense in the adults in their lives, risk growing into adulthood with anxiety or depression. Parents, who have had to adjust to so many new roles, carry the weight of positive parenting for their children despite their many stressors. All these concerns—to name a few—underscore that accessible and affordable mental health services in our community MUST continue to be made available for us to be able to effectively navigate these difficult times.

At CHAC we continually seek ways to adapt and respond to meet the changing needs of our world. We don't know the full effects of the pandemic yet, but, what we do know is that there will be a long tail on the mental health impact. We are adapting both our counseling services and increasing prevention services to meet the need. With your continued support, CHAC will be well-positioned to effectively serve EVERYONE who needs our services well into the future, to continue to strengthen our communities through the mental wellness of each and every person.

With gratitude,

A handwritten signature in blue ink that reads "Marsha Deslauriers". The signature is fluid and cursive, with a long horizontal flourish at the end.

Marsha Deslauriers
Executive Director

Caring support in a complicated world

In 2020-21:

CHAC therapists supported the psychological and emotional well-being of **1,040 students** in grades K-12 in **35 schools** across four school districts with **10,581 hours** of group and individual counseling and social-emotional learning programs.

CHAC clinicians provided **3,057 hours** of free parent/caregiver consultation in support of their child.

CHAC clinicians helped **435 individuals** of all ages benefit from **7,500 hours** of professional emotional support via tele-health through our in-house clinic program.

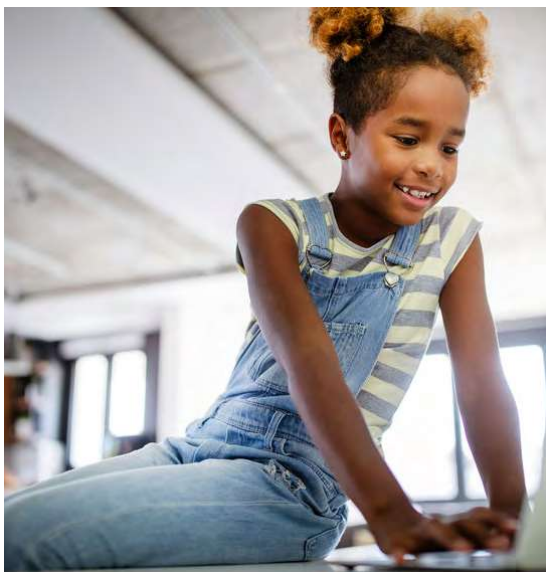
CHAC's Family Resource Centers helped more than **8,300 individuals** and families build and maintain healthy parent-child connections and receive essential personal supplies.

CHAC's Latinx Program served **152 clients** with **1,603 hours** of culturally attuned care for individuals and/or families in need.

CHAC clinicians helped **20 individuals** gain insight and empowerment through over **476 hours** of psychological assessment.

CHAC's Summer Bridge Program provided free counseling services to **190 students** who expressed a need for counseling support through their summer months.

CHAC educated **86 future mental health practitioners** with valuable didactic training and practicum experience.



“This is such an important time for students to have access to connections with caring people who can help them learn tools such as self-care and coping strategies. We are seeing a decline in motivation and self-esteem for students across multiple grade levels. School is their community, a safe place to learn, socialize, and feel a sense of belonging. With school being virtual, and limited interactions with peers and staff many feel lonely and have lost motivation to try their best academically. Talking to a CHAC counselor gives the student a safe place to express these feelings and connect them with another person who cares, increasing their self-esteem and self-worth.”

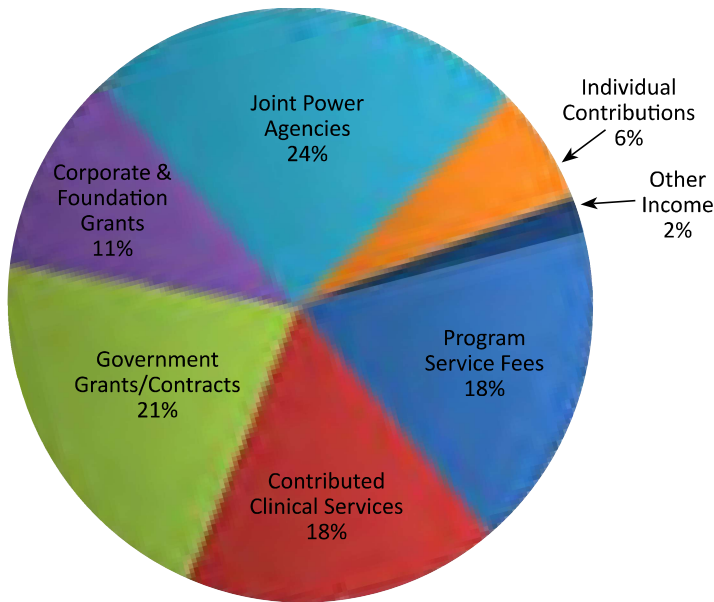
—Rachel Boone,
Sunnyvale School District Social Worker/Counseling Coordinator

Fiscal responsibility is our standard

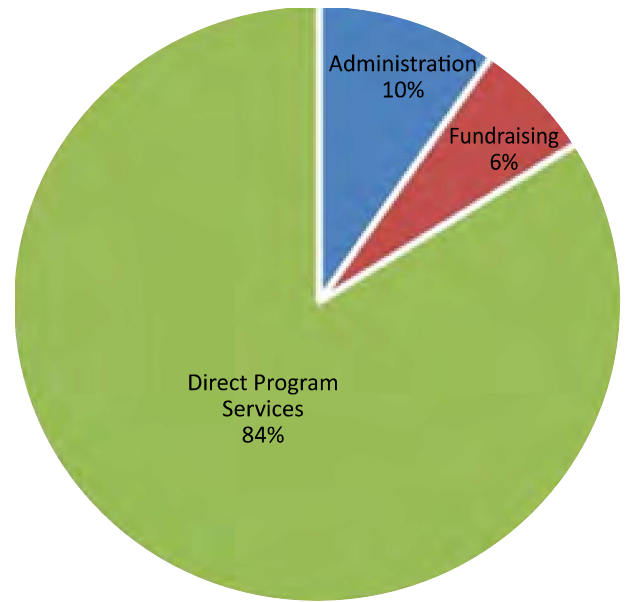
For Year Ended June 30, 2021. Unaudited.

Revenues: \$4.516M

Includes In-Kind Revenue.



Expenses: \$4.291M



The FY21 surplus allowed CHAC to increase assets in our operating reserve. A healthy operating reserve ensures the stability of the mission and programs in the event of unexpected cash flow shortages due to economic conditions. A detailed financial statement is available for viewing at chacmv.org.



An agile, responsive agency

Celebrating the Year

COVID changed everything, including the means by which CHAC served our community. After the agency's quick pivot to tele-health in March 2020, our clinicians continued to provide services to all clients by phone and video through the end of FY 2020-21.

During the pandemic, CHAC's services have been desperately needed to help families cope with the stressors of devastating economic impacts, being forced to stay at home in close quarters, and dealing with the multiple roles suddenly required of parents. Thanks to our supporters and partnering agencies, we have been able to continue providing accessible and affordable mental health services to all who need them, regardless of ability to pay, and to successfully adapt our offerings to a virtual world.



Therapist Training

Last summer, CHAC on-boarded and trained our new therapists remotely through Zoom/video to prepare them to service clients through tele-health. This required revamping our in-person week-long Orientation to a Zoom platform as well as the writing, production, and dissemination of new video content for our entering cohort.



CHAC on the Front Line

Although the need for affordably priced and comprehensive psychological assessments using best practice assessment models and evidence-based testing measures did not go away during COVID, such services could not be provided virtually. In compliance with the CDC and Santa Clara County Department of health guidelines, CHAC was able to start offering assessments in person with physical distancing and PPE starting in August 2020.

Connecting During Difficult Times

Throughout shelter-in-place, CHAC has regularly presented free virtual events on topics such as mindfulness, coping and thriving, and supporting families' mental health during COVID. In March, CHAC worked with community leaders from Los Altos and Mountain View and members of our Teen Advisory Council to present bedtime stories for grades K-3.

To celebrate Mental Health Awareness Month in May, CHAC held weekly free events highlighting innovative ways to connect with others, how parents can help their teens succeed, and self-care and support across diverse communities. Called "**Unlocking Our Inner Strengths with CHAC**," the events were held against a backdrop of peer-to-peer crowdfunding to raise money to help promote mental wellness in the wake of COVID. Thanks to a \$25k matching gift put up by an anonymous benefactor and sponsorships from LinkedIn, Google, and Santa Clara Family Health Plan, the event raised more than \$100k for CHAC.



Addressing an Unforeseen Need

An increased demand for live translation services due to distance learning and tele-health standards required our clinicians to collaborate effectively with non-English-speaking parents/guardians. We solved this challenge by adding in-person Spanish translation capacity as well as a telephone-based, real-time translation service that provided 240 languages and was available 24/7.

Standing Together Against Hate

In March, CHAC's DE&I Committee released a letter expressing solidarity with the AAPI community and urging everyone to public stand against anti-Asian hate and violence.

Continuing commitment to excellence

FRCs Step Up

To keep our community served and engaged during the pandemic lockdown, CHAC Family Resource Centers (FRCs) re-imagined services that aligned with other CHAC services that addressed health and safety practices.



Since April 2020, in partnership with FIRST 5 Santa Clara County, CHAC FRCs staff and volunteers have participated in a supply distribution program at multiple sites



for families with young and school-aged children. The supply distribution events provided diapers & wipes, formula, family activity

kits, parent stress kits, cleaning supplies, PPEs, and feminine hygiene products to families in need.

The CHAC FRCs team also pivoted to providing online services, adding components to their peer support offerings. Education and discussions were offered for:

- Support for parents caring for high-needs children.
- Caregivers developing vocabulary and relationship with their emotions and emotional expression.
- Self-care & resilience tools for parents in the new home reality.
- Family members to build up their voices and speak up for their needs with the correct resources in the community (i.e., job leaders, home rental issues, immigration, legal matters).
- New family engagement activities designed for building relationships between parents and children.

In November, CHAC FRCs and clinicians piloted a Family Success Teams model that helped connect families served by in-house or school counseling programs with CHAC FRCs Community Workers to expand their support networks in the community. And in May 2021, the FRCs revived services focused specifically on father figures by creating themed parent-child interactive sessions.

Facilitating Expression through Innovation

In the spring, CHAC completed a pilot of an arts-based enrichment and expression program, "Back Together," to help reduce the anxiety of students returning to campus.



The program was piloted across three groups in two schools and was designed to support elementary school students in making a healthy transition back to on-campus learning and the school community. The results, measured by teacher and student surveys, were overwhelmingly positive.

Los Altos School District (LASD) was very quick to embrace it,

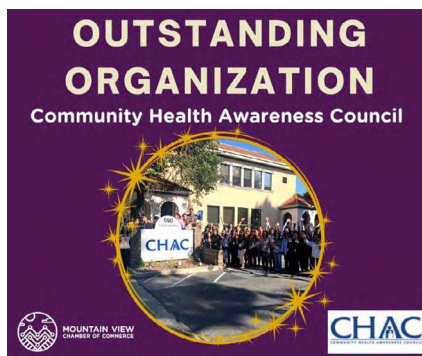


and this fall the program is being implemented as a collaboration between CHAC and LASD in all LASD classrooms.

Serving the Latinx Community with Dignity and Compassion

The pandemic hit underserved communities particularly hard, and CHAC's Latinx Program continued to serve individuals and families in their first language and with cultural competencies. In May, CHAC's Family Resource Centers and Latinx Program presented a Celebration of Health and Well-Being in Spanish that aired on KMVT and online.

Concluding the Year on a High Note



In June, the Mountain View Chamber of Commerce recognized CHAC as an Outstanding Organization during its annual Celebration of Leaders event. We were most grateful for the honor.

Our students are not alone

Adapting School Services for Remote Learning

Although some students returned to the classroom later in the school year, the shelter-in-place orders (and later, district guidelines) necessitated that all CHAC counseling and SEL services be provided via tele-health for the entire year.

Upon school closures, CHAC's therapists began providing tele-health services directly to our young clients to help them navigate feelings of loss, confusion, and fear, but quickly found that many students had difficulty sustaining full therapy sessions online. With an understanding that parental behavior has a bi-directional effect, CHAC shifted our efforts to include increased



parental support, and by using the balance of session time for parent coaching and support, increased our hours of parental contact by 91%.

CHAC's Social Emotional Learning (SEL) program also required some re-imagining. In summer 2020, the program pivoted to focus on support for parents as the best way to help kids. CHAC staff developed nine videos to support students and families with SEL activities. During the fall, while SEL school programs were suspended, staff also developed the curriculum for two new online SEL skills programs to support the social and emotional needs of students: PLUGGED IN virtual groups and a PLUGGED IN independent curriculum. Both programs included learning activities designed to



appeal to a variety of learning styles and interests for 3rd, 4th, and 5th graders. They addressed the increased need for social interaction during the pandemic for students feeling isolated at home and provided emotion regulation skills to help students give names to their emotions and manage them in healthy and productive ways. In anticipation of a virtual program being offered during the spring term, CHAC staff had created 34 YouTube videos for students to follow and carry out fun independent activities without parental involvement. These videos formed the basis for the PLUGGED IN independent curriculum.

Cases in Point

Success with school counseling is measured by whether the student has made steps towards progress. Although these steps are not always monumental, they make a big difference in quality of life for students and families and can set the stage for academic success. Here are some examples of how CHAC counselors stepped up to use creative methods to help students remotely during COVID:

"Randy" was referred for CHAC school-based counseling services for the second year as an ERMHS (Emotionally Related Mental Health Services) student. Randy had many emotional challenges that kept him from learning due to his many absences.

As a single parent, Randy's mother struggled to keep her son engaged in school. In the prior school year, Randy spent much of his time asleep in the classroom and was only able to attend a handful of counseling sessions due to his low mood and lack of self-efficacy and industry. As a result of the COVID-19 pandemic and distance learning mandates, Randy spent the 2020-21 school year at home but rarely logged on to class and still exhibited low mood and energy. The CHAC counselor assigned to provide Randy with tele-health counseling this year slowly began to engage him in sessions by asking about his interests and sharing his small dog with Randy on-screen. Randy began to actively engage with his CHAC counselor through their mutual love of animals. His CHAC counselor also acted as a positive male role model for Randy—one who could relate to him as a preteen boy but could also model the sharing of thoughts and feelings. As a result of their positive relationship, Randy attended nearly all his counseling sessions and was able to explore his difficulties and strengths in a safe environment. By spring, Randy was able to log onto his classes and began to experience more successful school days.

"Amy" was a 4th grader who had struggled for years with Selective Mutism. Her inability to communicate was affecting her school engagement and her relationships



CHAC counselors exercise patience and strength

with those outside her immediate family. Amy had only been able to attend her previous tele-health counseling sessions during summer 2020 by sitting in her mother's lap. For the following school year, the CHAC counselor assigned to Amy, with the support of her supervisor, decided to attempt to engage Amy one-on-one in tele-health sessions without Amy's mother present. For several months, the counselor patiently engaged with Amy by drawing with her and playing soothing music even though Amy did not speak. Through this steady, non-pressured, and supportive relationship, Amy finally began to use words to express herself in session. Recognizing that another student with CHAC services also struggled with communicating, the CHAC counselor decided to engage these two clients together with the hopes that the peer support would be most effective for each of them. This intervention proved to be highly successful with each student eventually actively communicating with each other and the CHAC clinician.



"Bobby" was referred for treatment due to low academic performance, disruptive behavior, and low social engagement. Bobby's mother, "Tessa," reported difficulties balancing work with family needs since the pandemic, stating that having to manage her son's behavior was difficult when she was required to be at work. The therapist used social rhythm therapy and parent management training to improve Tessa's time management, scheduling, and disciplining skills, specifically focused on scheduling time for Tessa

to help Bobby attend school during distance learning. Tessa was encouraged to work directly with teachers and other school staff to find ways to help Bobby engage in school. The therapist and medical professionals also worked with Tessa to determine practices to help ensure Bobby's continued health and emotional well-being despite

limited resources during the ongoing pandemic.

"Maria," a Latinx five-year-old, was referred for panic attacks and anxiety—particularly regarding COVID-19—as well as social anxiety related to starting a new class in a virtual environment. Maria would regularly request to go to the hospital due to somatic complaints (headaches, stomachaches, pain, feeling

of dying) with no reported medical issues found. Maria would not engage or participate in class, frequently muting herself or turning off her video. Maria and her CHAC therapist began expanding her emotional vocabulary beyond "good" and "bad" by creating emotion characters and practicing identifying emotions and what they feel like in the body, resulting in improved emotional self-awareness. They also engaged in play therapy by drawing characters and practiced social skills to befriend each other. Maria ultimately learned that anxiety is normal and how to manage her own through newly learned coping skills (deep breathing, stretching). She also unmuted herself and participated in social free time in class.

"We have worked with CHAC for many years. We went into the pandemic with a strong partnership and this relationship was critical as we weathered the storm. As we move to a restorative start, we are pleased to continue with an even stronger partnership and services for our students and families."

—Tasha Dean, Assistant Superintendent of Student Services & Special Education, SESD



Your gift to CHAC is a gift of love

In Honor of/Inspired by:

Emily Arcolino

George Wortiska

Lyn Balistreri

Anonymous (2)

Viana Gerke

Alison Packard

Matthew Siegel

Sandy Bergan

Van Freidin

Alison Kibrick

Jamila McConnell

Irene Smith

Jerry Wright

Elise Bergeron

Anonymous

Laura & Mike Berman

Lauren Chudzik

Ken & Devon Conley

David & Anula Gilmour

Matt Grunewald

Familia Lee

Jason Li

Gwill York

Laura Blakely

Susi Merhar

Sarah Chang

CHAC Counselors for Huff Elementary

Anonymous

CHAC Interns

Phil Faillace

Shannon Fitzpatrick

"Thank you for all that you do to help kids!"

—Keith Mello

Monique Kane

William Heinz

Mira Kaufman

"Thank you for all the amazing work you do."

—Erica Wiltermuth

Joan MacDonald

Paul Davis & Jade Thuma

"Thank you, Joan, for all you've done for our community."

—Marilyn Gildea

Bill and Terry Hewins

"Joan we love you and are so inspired by you. Thank you for being the most amazing neighbor, teacher, mentor, and advocate!"

—Christa, Scott,

Hailey, Luke, and Maverick

Jessica Mancini

Caroline Buckway

Madeline F. Pascua

"We are very proud of your loyalty and dedication to your work at CHAC! Lots of love, Papa and Mama"

—Erlina Febre-Pascua

& Percival Pascua

"The work CHAC does is crucial to our communities. Keep up the amazing work!"

—Melanie Gasmen-Fleck

Ron Pilato

Anonymous (2)

Theodore Fouts

Jacob Karbiner

Dr. Juliet Rohde-Brown

Deborah & Deandra Suer

Massimo Prati

Alison Simms

Terri Rose

"Merry Christmas, Mom! Thank you for all that you do for families in need. We hope this donation helps. Love you!"

—Josh Rose & Elizabeth Dinapoli

Shali Sirkay

Amy Sandjideh

Eric Shiu

Tanya Ghosh



Lauren Stroshane

Jan Ambrosini & Tim Stroshane

George Tyson

Anonymous

Robert and Vera Elson

Terry & Mauri Kearney

Lisa Schmidt

Ann Walsh

Cindy Chow

Bridget Watson

Stephanie Malcolm

Anna and Jack Weldon

"We are pleased to make this donation in honor of your service to CHAC."

—Michelle Hornberger

Lin Xu

Anonymous (3)

Carolyn Castagnetto

"Thank you for all that you do to benefit children and families!"

—Elizabeth Eng

Betty Hui

"Thank you for your wonderful support in teaching the kids."

—Vishnu Konepalli

Yuqing Ma

Xiaofang Mu

"Thank you for everything that you do for our community."

—Jasmine Ong

Jeevitha P

Ramanatha Thunga

Lakshmi Yendapalli

Siresha Sivala

Thank you to our 2020-21 Supporters

In Memory of:

Dodie Alexander

Patricia White

Jo-Anne Balistreri

Lyn Balistreri

"In loving memory of our mother."

—*Viana Gerke*

Vincent Balistreri

Viana Gerke

Christopher Gerke

Viana Gerke



Freddy

Gwill York

Andrew Daher

Judith Crates

Lisabeth Kaplan

Rory & Dan Kaplan

Bill McElhinney

"For a life well lived and many good memories."

—*Joan MacDonald*



Betty Mackay

"Betty Mackay was my mom and she was instrumental in establishing Just for Kids. Please use these funds to support that program."

—*Elizabeth Anne Payne*

Kari Prager

Elizabeth Sain & Thomas Dabel

Gail Prager

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In-Kind Gifts:

Lisa Lewis-Cogswell

We can continue to be there because you care

\$100,000+

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George and Stephanie Tyson



\$1,000-\$2,499

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Joan MacDonald
Jeffrey Mayer and
Elizabeth Tacy Witter
Tom Moran
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June 4-6, 2021
Virtual 5k Fundraiser
Hosted in partnership by MVHS and LAHS Sports Boosters

Register and/or donate at www.mvlastrong.com

CHAC thanks the MVHS Sports Boosters and /MVLA Sports Boosters for hosting a virtual 5k run that raised more than \$3k for CHAC!

Giving towards a legacy of mental wellness

\$1,000-\$2,499 cont.

Dotty and Terry Hayes
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Lisa Lewis-Cogswell
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Dennis and Jan Switick
Steven and Valerie Taglio
Tim Williams
Lin Xu
Gwill York



Please forgive any misspellings or omissions on these pages—and help us ensure that they don't happen again by letting us know of your corrections. Call (650) 965-2020, ex 120.

You create healthier communities

\$250-\$499

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William and
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Paul Schutz and
Nancy Anderson
Susan August
Lyn Balistreri
Amy and Kern Beare
John Beman
David Bergen
David Bernstein
Peter & Ann Bjorklund
Carolyn Boak
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Clarence Chen and
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Martha Cravens, Ph.D.
Chris and Mary Dateo
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Karen Eustis and
William Mason
F5 Networks
Family Matters In-
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Percival Pascua and
Erlina Febre-Pascua
Norman and
Rosine Ferber
Theodore Fouts
Paul Southworth and
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Clint and Judy Steele
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\$100-\$249

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Margaret Brooks
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To improve lives and strengthen communities through access to comprehensive and culturally responsive mental health services in northern Santa Clara County.

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