



SEPTEMBER 2009

# newsletter



Michael Garb,  
Chief Executive Officer

**"In times like these, we, and our clients, are especially grateful for the valuable contributions of our volunteers and supporters."**

## Letter from the CEO

In this edition of our newsletter I am pleased to shine the spotlight on our volunteers. From Board members who attend monthly early morning meetings, to interns who provide direct services in exchange for training opportunities, young people who work to improve their schools and help their peers, and community members who connect with others to create a stronger community, we are all making a difference. Thank you for helping us to strengthen our neighbors' lives and prospects!

As you know, nonprofits are facing challenging times with increased demand and diminished resources during the economic downturn. Youth and Family Enrichment Services (YFES), along with schools, local governments, foundations, corporations and individuals all find themselves having to do more with less. Our goal remains to reach as many people in San Mateo County as possible with high quality services, and so far we are happy to report that we have been able to maintain all of our programs, with just some relatively small reductions in hours and scope of service. Our employees are working harder and making sacrifices to ensure that we can continue to meet the needs in our community. We continue to look for internal cost savings that impact our

clients as little as possible, because the next year or two will be challenging for all social services and schools as funding from the State and County is expected to decrease significantly. We will keep our supporters updated as we progress and continue to come up with creative solutions. Certainly it is in times like these that we, and our clients, are even more grateful for the valuable contributions of our volunteers and supporters.

Finally, I would like to invite you to our Second Annual Open House, on Wednesday, November 4<sup>th</sup>. We began this new tradition last year, and would like to welcome all of our partners and supporters to come and see new presentations of client successes and community achievements, to discuss our work with staff and Board members, and to learn more about how we can all help our neighbors overcome challenges and achieve their potential.

Michael Garb,  
Chief Executive Officer

## Youth and Family Enrichment Services Open House

**Please join us to celebrate our work together,  
network and explore further collaborations.**

**Meet the staff of our 23 YFES programs and  
learn more about our work.**

**610 Elm Street  
San Carlos Library  
2nd Floor Conference Room**

**Please reply to [dana.morgan@yfes.org](mailto:dana.morgan@yfes.org)**

**Wednesday, November 4, 2009  
3:30 - 5:30pm**

# Thank you to our Crisis Center Volunteers

1-800 Suicide (650-579-0350) [www.onyourmind.net](http://www.onyourmind.net)



## **Cheryl Higgins** Volunteer for 22 years

How did you first decide to volunteer for the Crisis Line?

“As my children grew older and I had more free time, I looked for a way to find some meaningful volunteer work. I noticed that the Crisis Line was advertising for volunteers to train. I signed up and have been coming once a week ever since.”

What is it about the Crisis Line that keeps you involved?

“It’s very fulfilling to know that you can be that caring, listening person who has time for someone who doesn’t know where to turn. Volunteering for my shift on the Crisis Line is such a regular part of my routine now after all these years. A lot about the office has changed – when I started it was hard to keep up with the mountains of paperwork and forms, now everything’s on computer of course. But the basic human need remains, and I’m glad to be able to offer that support.”

## **Morgan Hidalgo** Youth volunteer for 3 years (college student)

How did you first join the online chatroom peer volunteer group?

“There was a presentation at my school. I thought the work sounded interesting and I was looking for a way to do some community service. Now I have learned so much and it feels very rewarding to be able to help other young people who may feel hopeless. I remember when I was in high school, and it’s good to be able to look back a little and help others going through all those issues.”

What do you think you will do next?

“I’m still learning so much through my experiences in helping teens feel that someone cares, and understanding how they can use the resources there are to help them. It’s good to stay involved. I’m majoring in Psychology at college at the moment, and thinking about possibly pursuing a career in social work.”



**The following volunteers undergo 80 hours of comprehensive training and ensure that there is always a caring, well-informed person to listen and guide callers to the 24/7 Crisis and Suicide Response phone lines for San Mateo County.**

### **20+ years of volunteer service:**

Cheryl Higgins  
Susan Jerome

### **Up to 5 years of volunteer service:**

Amanda Wagstaff  
Andrea Katzer

Charlie Wang  
Colleen Johnson  
Gabe Hubbard

Masako Ito  
Michael Giuntoli  
Michael Nguyen

Sean Pereira  
Victor Melamed  
Vilma Olivera  
Wendy Chan

### **5+ years of volunteer service:**

Deborah Krass  
Jessica O’Rear  
Marian Dolgoff  
Tea Hsu  
Yoke-Ping Bruand

Anne Chan  
Bill Evans  
Bonnie Fagan  
Bri Hernandez  
Brian Pettersen  
Candice Yu Simon

Giuseppe Vaccaro  
Jared Grestoni  
Josephine Walker  
Julie Alcazar  
Katty Rodriguez  
Louis Lin

Nina Kim  
Orla Palmer  
Philip Keil  
Rianne Hastie  
Rodolfo Tanala  
Sally Chambers

We would like to extend additional thanks to the following generous supporters of the Crisis Center

**Community Service League**

**Peninsula Health Care District**

We also have a special group of youth volunteers who work with our Americorps worker, Ashley Hopkins, under staff supervision and following 50 hours of training to operate the anonymous online teen chatroom. Our thanks to them for reaching out to help their peers:

Angie, Beverly, C.J., Claire, Elizabeth, Floyd, Goldie, Hikaru, Jeanie, Karina, Lauren D., Lauren H., Lauren P., Lawrence, Linda, Mackenzie, Margaret, Marie, Randilyn, Stephen.

### *Crisis Center Fast Facts*

**13,569** phone calls a year  
**174,000** page views for [www.onyourmind.net](http://www.onyourmind.net)  
**787** private online chats with young people.



Kids Kamp Staff and Counselors, July 2009

**Thank you to all of our supporters** who once more made it possible for children living in families with addicted parent(s) to have a safe, fun and supportive week of camp in Sonoma County this past July.

This is part of our Children's Place Program, that provides therapeutic support groups and individual counseling in many Redwood City schools. These services help children such as ten year-old Andrew\*, who began counseling with The Children's Place Program at the beginning of the 2008-2009 school year. Andrew had suffered several recent losses—the death of his brother who was also addicted to substances and of another close family member. He has also grown up in a neighborhood marked by heavy drug use and violence. At first, clinicians noted that Andrew was highly guarded and somewhat despondent. He was also beginning to engage in self-harming behaviors as evidenced by cuts on his fingers and arms which he acknowledged inflicting on himself. With time, Andrew began to experience a sense of safety with his counselor and other school staff. Gradually, he began to express feelings of grief and fear and with the support of his counselor was able to take pride in his strengths and talents (particularly musical.) Andrew has begun to develop secure attachments with others, and in addition to learning new skills to help him safely experience and express painful feelings, he has also learned the importance of valuing himself as a unique person. (\* Name changed to protect confidentiality.)

YFES is grateful to all of our donors who support this program, including recent major supporters the **Myrtle Atkinson Foundation, Kaiser Permanente and Sequoia Healthcare District.**

## save the date

Please mark your calendar  
and join us for the next

### 18th Annual Starting Line Breakfast



Friday, March 26<sup>th</sup> 2010

7:00 – 9:00 a.m.

Crowne Plaza Hotel, Foster City

We appreciate your past support of this event, and hope that we will see you again next year! For more information, visit [www.yfes.org](http://www.yfes.org) or call 650-591-9623 x103.



**strengthening communities**

*Thank you to all of our donors who participated in the Sobrato Family Foundation Challenge grant for the 12 months ending June 30, 2009. We are happy to report that we were successful in raising over \$35,000 in new and/or increased gifts. We met the challenge and the funds were generously matched by the Foundation!*

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## YFES Programs

Archway  
Children's Place  
Child and Family Treatment Collaborative  
Crisis Intervention and Suicide Prevention Center  
Counseling Clinic  
Daybreak  
Differential Response  
Diversion Services  
First Chance Sobering Stations  
First Chance Outpatient Services  
Fostering the Future/Aftercare  
GIRLS Program  
Healthy Homes  
Insights  
Learning Together  
Prenatal-to-Three  
School-Based Services  
Training Program  
Transitional Housing  
Women's Enrichment Center  
Your House South  
Youth Development Initiative



**Youth and Family  
Enrichment Services**

[www.yfes.org](http://www.yfes.org)  
**650-591-9623**

**24-Hour Crisis Hotline 650-579-0350 | Parent Support Line 650-573-3950 | Alcohol and Drug Line 888-220-7575**

610 Elm Street, Suite 212 | San Carlos, CA 94070

**Youth and Family  
Enrichment Services**



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