



Bill Wilson Center

ANNUAL REPORT FY24

HOUSING

750+

Beds Provided Each Night

More than 15 BWC Housing Programs provided safe and stable options for emergency/transitional/permanent low-income housing for youth and young families in Santa Clara and Santa Cruz counties.

MENTAL HEALTH CARE

17,290+

Counseling Sessions Led

BWC's Mental Health Services provided individual and family therapy, rehabilitation counseling, group therapy, grief counseling, case management and support services to all we serve.

SUPPORT SERVICES

106,380+

Crisis Calls Answered

Our help lines answered hundreds of calls every day, seven days a week. BWC's Here4You Call Center provided referrals for openings at emergency shelters and homeless prevention services.

FOSTER YOUTH

\$175,000

Tax Refunds for Youth

Free tax services offered to foster youth, ages 15-24, at The HUB, BWC's foster youth community center, returning federal and state tax refunds to our youth.

PEOPLE IMPACTED

5,200+

Youth and Families Helped

With an emphasis on ending youth and family homelessness, we believe youth and families can permanently change the direction of their lives with the support of BWC staff and programs.



Each year, Bill Wilson Center conducts a listening survey of our clients. Here is a collection of quotes clients shared about their experience at BWC:

- **"It's really nice to meet the staff in the interim house here!!** They are kind, caring and friendly. Not only have they supported me mentally and physically, but also they help me grow for the better! I will really miss them. I appreciate the time I've spent here with both the staff and roommates."
- **"My case manager was amazing.** I was able to build a good relationship with her that encouraged me to do better (in regards to school, work and just life) She was always so supportive and understanding of my situation and was always willing to help out. I loved the relationship she also built with my daughter."
- **"We loved Priya!** And she was amazing at teaching us how to navigate difficult situations with child and use the P.R.I.D.E skills to mirror positive behavior choices for our child!"

NEW IDEALS TO STRIVE FOR AND MEET

Looking back on the past year, I am filled with gratitude and pride for all we've achieved together at Bill Wilson Center (BWC).

Thanks to your generosity, we provided shelter, resources, and support to over 5,200 individuals, helping them transition from crisis to stability. We answered more than 106,000 crisis calls and offered mental health services to over 750 people. These numbers reflect lives changed and futures rebuilt.

Last year was also marked by growth and new opportunities. In partnership with San Jose City College, we launched our guaranteed income program for community college students, and with funding from the Santa Clara County Office of Supportive Housing, we began the North County Family Shelter, which is already helping reduce family homelessness.

Your support has been essential to our success. As we face shifting funding and policy priorities, the need for our services remains high. We will continue to innovate and collaborate to meet these challenges, and we hope to count on your continued support, whether through donations, volunteering, or advocacy.

Thank you for being a vital part of the Bill Wilson Center family. Together, we're building brighter futures.

Josh Selo

With deepest thanks,
Josh Selo
CEO, Bill Wilson Center



NEW MISSION, VISION & VALUES



During FY24, Bill Wilson Center updated and created a new mission and vision statement for the agency. In addition, a new set of values was established. A group of BWC staff was selected to lead in developing the language to reflect where Bill Wilson Center is in its service to others and where we hope to be going forward. The process included working with our leadership team, the Board, staff and our Youth Impact Partnership committee made up of current and past BWC clients to define our work and how we want to show up our community:



MISSION

Together we improve the lives of youth, individuals, families and our communities through housing, mental health care, supportive services and advocacy.

VISION

A community, built on strong connections, where everyone belongs, lives with dignity and thrives.

VALUES

Belonging	Impact	Learning
Collaboration	Integrity	Perseverance
Compassion		

YOUR SUPPORT MAKES OUR WORK POSSIBLE



A new group of furry BWC supporters chose Bill Wilson Center as their charity-of-choice at FurCon 2024 in San Jose, raising over \$25,000 and becoming a Building Dreams sponsor.



During the 2023-24 Super Bowl run, San Francisco 49er Dre Greenlaw honored Bill Wilson Center by wearing custom cleats for the NFL's My Cause My Cleats campaign. The 49ers also served as presenting sponsor for our 2024 Building Dreams event.



This year, the I AM team raised significant funds for the Bill Wilson Center, supporting its work with homeless and at-risk youth and families. The team helped provide education resources, counseling, and life skills programs to our youth.

OUR PROGRAMS AND SERVICES

Bill Wilson Center offers more than 35 programs designed to meet the needs of youth, young adults and families.

Housing Services:

- College Homeless Student Housing
- Here4You Call Center - Housing Hotline
- Interim Housing
- LGBTQ Transitional Living Program
- Non-Traditional Family Shelter
- * North County Family Shelter
- Peacock Commons
- Rapid Re-Housing
- Safety Net Shelter
- Santa Cruz Host Homes/Shared Housing
- Transitional Housing Program
- Transitional Housing - Rapid Re-Housing
- Young Adult Shelter

Counseling Services:

- Adult Outpatient
- In-Home Outreach Team (IHOT)
- LGBTQ+ Outreach & Transitional Age Youth LGBTQ+ Outpatient
- Parent-Child Interaction Therapy
- Transition Age Youth Mental Health Services
- Youth & Family Outpatient Therapy

Grief Support Services

- Centre for Living with Dying
- Complex Grief Group
- Community Crisis Response
- Healing Heart

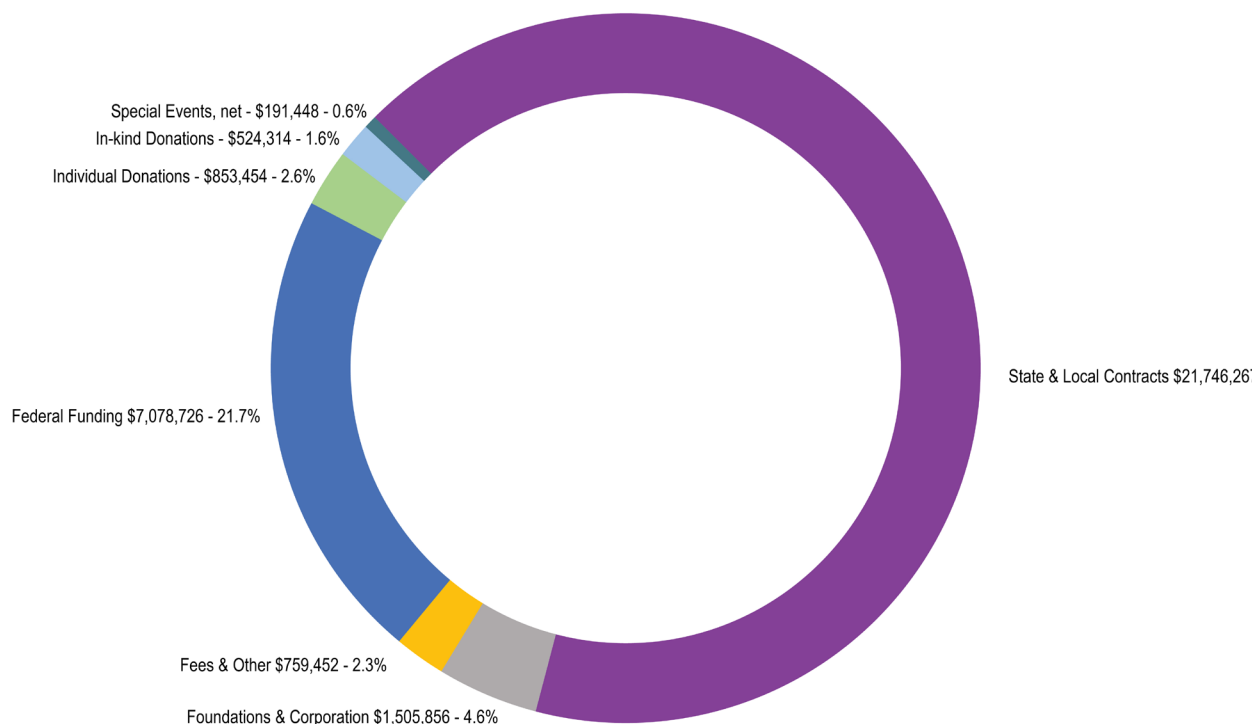
Foster Youth Services

- The HUB
- Independent Living Program
- Transitional Housing Placement Plus
- Transitional Housing Placement Program
- Transitional Housing Placement Program - Non-Minor Dependent

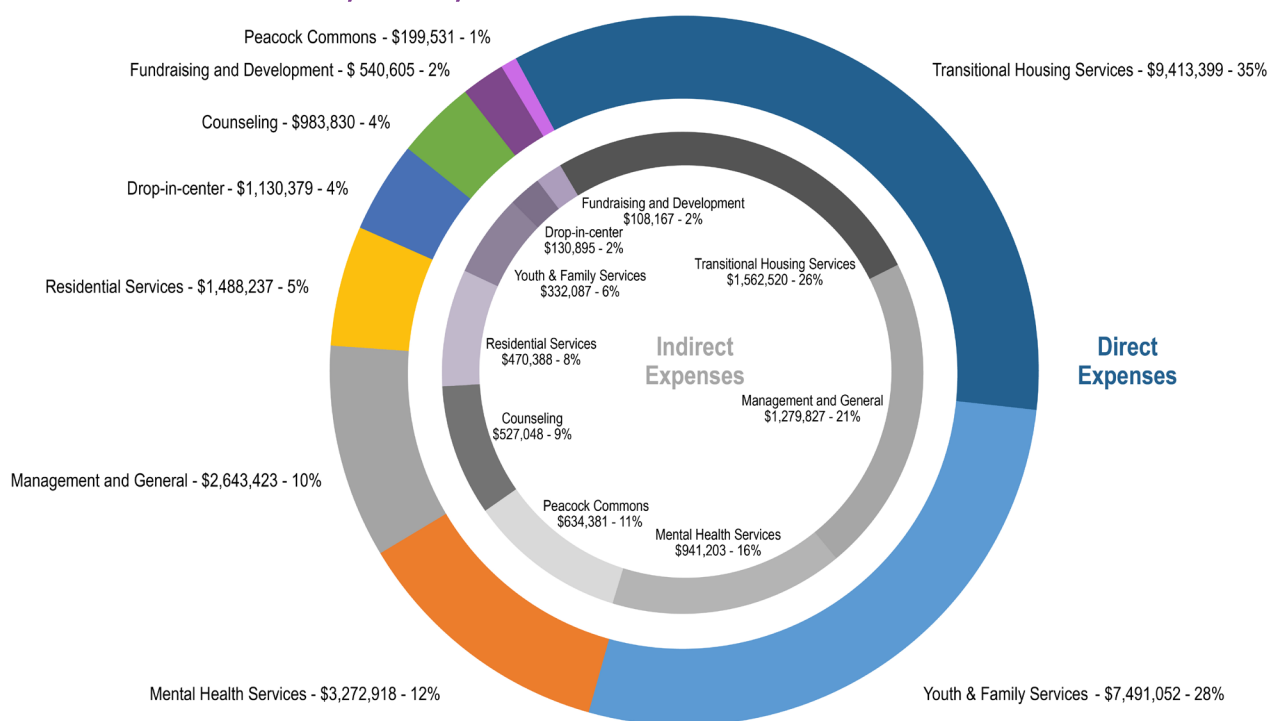
Support Services

- Drop-In Center
- Family Advocacy Services
- Here4You Call Center - Housing Problem Solving
- LGBTQ Outreach
- Street Outreach
- * Family Resource Center

REVENUES \$32,659,517



EXPENSES \$33,149,890



Direct expenses reflect our budgets for operating BWC's seven major program areas. Indirect expenses are the administrative and fundraising costs allocated to the programs they support.



Bill Wilson Center is accredited by the Council on Accreditation. This affirms that BWC is delivering needed, high-quality services in our community, conducting its operations successfully, and managing its funds effectively.

Bill Wilson Center's Tax ID number is 94-2221849