

YOUTH EASTSIDE SERVICES

ANNUAL REPORT 2003



Helping kids and families for over 35 years

FROM THE EXECUTIVE DIRECTOR



When I look back at 2003, I'm reminded of what a see-saw ride we're on each day at Youth Eastside Services.

Many times, the agency is on the high end of the see-saw. We have so much to celebrate. We helped more than 31,000 children, youth and parents last year—that's 85 lives touched per day! And over the years, YES has helped create brighter futures for hundreds of thousands of kids.

We stay up at that high end of the see-saw when we think about the support we've gotten from our community through the years, such as our government partners, corporate sponsors, foundations, and generous individual donors. In 2003 for instance, we saw the beginning of an exciting three-year partnership with the Bill and Melinda Gates Foundation, a substantial sustaining gift from the Horizons Foundation, the first-time award of an Americorps member, and an outpouring of giving from guests at our Annual Invest in Youth Luncheon, to name just a few instances of generosity and commitment.

We also see the good work performed by our 381 volunteers, who gave 19,200 work hours to YES last year—and those work hours were spent answering our phones, mentoring at-risk students, providing critical intake work, and getting done all the other tasks that make our agency run.

I've seen the faces of our clients, and I know that benefactors like you have helped put smiles there because of your financial support and your donated time. YES is so grateful for each and every dollar and moment of effort we receive—this outpouring of help allows us to do such important work.

But, unfortunately and inevitably, the see-saw dips down. And when YES is at the bottom, we see things like waiting lists for clients—kids who have to be told to come back next week or the week after, when they're hurting now.

We see more schools that need the presence of YES counselors. My counselors tell me all the time that more support groups

could be formed and more issues could be addressed. The community calls out to us for additional services as it grows and the challenges grow with it.

And, everywhere, we see more kids in need. There are families in pain. And we want to help them all—but we can't always do it.

We can't because—despite those “up” rides on the see-saw—the needs are still too great.

We can't because—despite the wonderful support we've gotten from public and private funders—we've seen real cutbacks in funding from some of those sources.

We can't because counseling, outreach and prevention all cost money. And YES refuses to let a family's inability to pay stand in the way of our ability to help them.

So we can't—we won't—turn them away... and we wouldn't be able help them without the kind of help provided by the people reading our 2003 Annual Report.

Here's what YES and our supporters can do together. We can continue to rejoice in our successes—and I consider every life we touch to be a success.

YES can continue to offer the highest quality services from the highest quality professionals, in the most effective and efficient way we know how. Just like we've done for over 35 years.

I hope YES can continue to count on friends like you for your support of our outstanding work. The Eastside community has been there for us—for the youth of our community—for so long. We know you'll continue to come through for us as children, youth and families keep asking us for the help we need. We'll get through 2004—and beyond—at the top of that see-saw.

A handwritten signature in black ink that reads "Patti Skelton".

Patti Skelton
Executive Director

YES has helped create brighter futures for hundreds of thousands of kids.



YOUTH EASTSIDE SERVICES CLINICAL PROGRAMS

Responding to families' needs and recovering lives

Youth Eastside Services' (YES) Clinical Counseling programs benefit our Bellevue and Eastside communities by responding to the problems and needs that impact our children and that threaten their healthy development as well as their very lives. Our clinical programs are a kind of insurance policy, helping guarantee the future health and vibrancy of our community.

Our programs also acknowledge that a child's problem does not occur in a vacuum and that to create long-term change, the entire family environment should be addressed during treatment. Parents who support their children and respond to their challenges, as well as their own emotional well-being, have the single most significant impact on youth problems and development.

The successful implementation of these programs means youth are able to stay in school as a result of the counseling support they receive. It means putting a stop on serious life-challenges. Day in and day out,

we intervene in instances of child abuse, we stop suicides, and we get youth and families through dangerous and vulnerable times in their lives. These impacts are illustrated by the following summaries of program areas:

- **Mental Health Counseling for Youth and Families:** Youth and families receive counseling to address issues such as emotional distress, behavioral difficulties, childhood sexual abuse and rape, school related problems, trauma, and family turmoil.
- **Substance Abuse Counseling:** Chemical dependency professionals address the pressing issue of drug and alcohol use, abuse, and addiction by assessing the extent of the problem, and providing substance abuse counseling supplemented by a continuum of group services.
- **School Based Counseling:** In select schools in the Bellevue and Lake Washington School Districts YES counselors team with school administrators, academic counselors and

teachers to provide accessible services to students and their families in such areas as Mental Health and Substance Abuse Counseling services. Because services are provided "where kids are" and are financially supported by schools and government contract sources, kids who would otherwise never receive needed services are helped and supported.

Throughout YES' Clinical Program, the vast majority of surveyed clients reported improvements in critical areas of their lives, such as improved relationships in their families; the reduction or elimination of drug use; and the ability to better cope with their individual challenges. In 2003, the single biggest accomplishment for our Clinical Programs was that we were able to serve more clients than in 2002 in our typical responsive and compassionate manner with fewer staff and less funding. Our response today to challenges faced by youth and families results in healthier and happier communities tomorrow.

OUTREACH AND PREVENTION PROGRAMS

Extending a helping hand to the Eastside community

Youth Eastside Services' (YES) Outreach and Prevention Programs (OPP) help families in our community through one-on-one counseling, community education, groups, mentoring, family education and referral. We reach OPP clients in schools, community centers, homes, and other areas where youth frequent. Our goal is to create solutions for thousands of young children, older youth and family members challenged by a troubling range of issues, illustrated by these program areas:

- **Information and Referral services and Family Education and Support:** These services link families to vital resources in their communities, save young lives from the challenges of teen parenting, and help families transcend obstacles that get in the way of economic, cultural, and individual success.
- **The Teen Dating Violence Program (TDV)** was the first program in this area that addressed issues of violence among teens. TDV provided prevention workshops to thousands of youth and adults, which educate about the warning signs of dating

violence and where to go for help. Direct victim's services helped hundreds of teens heal from the trauma of abuse.

- **Mentoring Services** for youth give young people, ages 6-18, opportunities to make life-long connections and friendships with caring, supportive adults, while also giving them a sense of hope. Last school year using educational and supportive services with youth, the SUCCESS Mentoring program made a profound difference in the lives of over 100 school aged youth by encouraging them to stay in school and successfully advance to their next grade level.
- **The Immigrant and Refugee/Crossroads Community Center Program** works both with youth and families, helping them increase their self-sufficiency in order to provide a nurturing parenting environment and to enable their children to become positive and healthy community members. This program challenges an inequity in society, and consequently, advocates for people who may not otherwise have a voice.

• **Eastside Healthy Start** a partnership with five other agencies, reaches hundreds of teenage girls who are first-time parents. This program offers home visits, support and parent education groups, and family social gatherings to assure these vulnerable mothers get consistent, non-judgmental support for themselves and their babies.

• **The Violence Intervention and Prevention Program (VIP)** directly aided over 100 youth this past year and strengthened thousands of families through community education. VIP changes the lives of juvenile offenders, and those in danger of being jailed, by helping them stay out of the justice system.

YES' Outreach and Prevention efforts save lives and empower youth to gain the skills and tools needed for solutions in dealing with individual, family and community problems. By making sure our counselors and programs can be where kids are, we're making sure that we give those kids a chance to create a positive change in their lives that they might not otherwise have.



2003 YES VOLUNTEERS

During 2003, 381 volunteers contributed 19,200 hours of service valued at \$359,588.

Volunteers create a priceless atmosphere of genuine caring for all who come to YES for help.

VOLUNTEER SPECIAL RECOGNITION

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Mark DeJarnett
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10 YEARS OF SERVICE

Kathleen Martin Fiander

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We apologize for any name unintentionally omitted from this listing.

2003 FINANCIAL REPORT

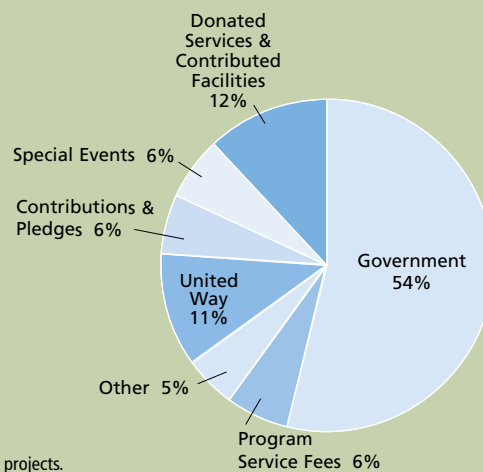


YES refuses to let a family's inability to pay stand in the way of our ability to help them.

We thank the community for its generous support of our programs that help young children, teenagers and families.

REVENUE/SUPPORT

United Way	\$	360,497
Contributions & Pledges	\$	202,489
Special Events	\$	213,371
Donated Services & Contributed Facilities	\$	401,716
Government	\$	1,854,788
Program Service Fees	\$	221,845
Other	\$	174,569
TOTAL*		\$ 3,429,275

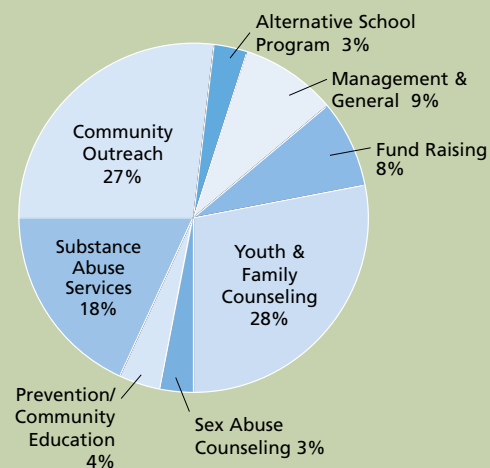


Revenues in 2003 included private gifts restricted to 2004 for multi-year projects.

EXPENSES

Salaries	\$	1,846,423
Donated Services	\$	358,246
Employee Benefits	\$	210,901
Payroll Taxes	\$	176,043
Professional Services	\$	73,988
Office Supplies	\$	25,425
Communications	\$	33,222
Postage	\$	14,962
Occupancy	\$	77,229
Equipment maintenance	\$	25,140
Printing & Publications	\$	22,311
Travel	\$	13,399
Meetings, Conferences, & Training	\$	13,578
Agency Dues	\$	3,391
Subcontractors	\$	876
Liability Insurance	\$	33,942
Youth Activities & Events	\$	14,614
Laboratory Fees	\$	32,321
Advertising	\$	6,177
Miscellaneous	\$	32,321
Contributed Facility	\$	46,000
Depreciation & Amortization	\$	54,953
TOTAL EXPENSES*		\$ 3,094,238

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YOUTH & FAMILY COUNSELING

- Information and Referral
- Individual, Family & Group Counseling
- Parenting Classes
- Anger Management Classes

SEXUAL ABUSE SERVICES

- Assessment
- Individual/Family Counseling
- Survivor Groups

SUBSTANCE ABUSE PREVENTION & TREATMENT

- Drug/Alcohol Assessment
- Individual/Family Counseling
- Youth Treatment
- Parent Support Group
- Sober Support Group
- Prevention/Diversion Services
- Second Chance – Juvenile Offenders Program

OUTREACH PREVENTION PROGRAMS

- Violence Prevention
- Immigrant and Refugee Outreach
- Teen Dating Violence – R.E.S.P.E.C.T.
- Community Teen Centers
 - Crossroads – Bellevue
 - Old Firehouse – Redmond
 - Kirkland Teen Center
 - Ground Zero
- Gay/Lesbian Youth – B-Glad Support Group
- Neighborhood Schoolhouse – Redmond Elementary
- Eastside Healthy Start – A collaboration with five other agencies

SCHOOL BASED PROGRAMS

- On-Site Counseling in Schools
- Community Alternative Schools
 - BEST, Northstar Community and Robinswood
- SUCCESS Mentor Program
- Project Alert – COA

COMMUNITY EDUCATION

- Classes, Workshops and Public Forums for youth, parents and professionals

Services are provided to youth and parents on the Eastside regardless of race, creed, religion, sexual orientation and socio-economics. Fees are based on a sliding scale. Private Insurance, E.P.S.D.T., Medicaid accepted. No one is denied service due to their financial situation.

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YES KIRKLAND

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