



**2021 - 2022**

SAN MATEO COUNTY  
**PROBATION  
DEPARTMENT**

ACKNOWLEDGE ALLIANCE  
ANNUAL EVALUATION



**ASR**  
*Helping People  
Build Better Communities*

## ABOUT THE RESEARCHER

Applied Survey Research (ASR) is a nonprofit social research firm dedicated to helping people build better communities by collecting meaningful data, facilitating information-based planning, and developing custom strategies. The firm was founded on the principle that community improvement, initiative sustainability, and program success are closely tied to assessment needs, evaluation of community goals, and development of appropriate responses.

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# Program Description

Acknowledge Alliance is a community-based mental health provider located in the city of Mountain View, California. One of the missions of Acknowledge Alliance is to help children and adolescents develop their capacity to rebound from hardship and adversity and grow into well-functioning adults. Acknowledge Alliance fosters resilience and creates trusting relationships, thereby empowering youths to realize their fullest potential.

Many youths attending San Mateo County Court and Community Schools (CCCS) must participate in counseling as part of their diversion contract or formal probation terms. San Mateo County Probation Department (Probation), through the Juvenile Justice Crime Prevention Act (JJCPA), funds Acknowledge Alliance's Collaborative Counseling Program (CCP) to provide counseling to the youths at CCCS and those transitioning into Sequoia Union High School District high schools (SUHSD). Completion of the CCP program fulfills the counseling requirement for these youths. The CCP's goals for program participants are to:

- make positive choices and actions
- relieve stress
- develop a trusting relationship with their counselor
- show an increase in self-awareness and self-esteem
- increase ability to express emotions constructively
- improve anger management skills
- prevent delinquency
- improve school attendance
- reduce recidivism

CCP is structured to provide specialized, individual and group counseling sessions held weekly. They provide opportunities for students to explore experiences, relationships, and feelings in a safe and confidential setting. This helps students gain insight into identified self-destructive behaviors, learn more effective forms of self-advocacy, and develop techniques to address and cope with traumas and pressures in their lives; thus, creating the necessary resiliency skills for lasting change. Sessions are led by graduate student interns in clinical psychology who participate in weekly clinical trainings and are regularly supervised by licensed, experienced therapists as well as clinicians employed by Acknowledge Alliance. CCP also provides a continuation of counseling services to students who are returning to district high schools from CCSC. In fiscal year (FY) 2011-12, Acknowledge Alliance operated successful transition programs in two public schools. They added two more schools in FY 2013-14 and now serve students in five SUHSD high schools. These include Redwood High, Carlmont High, Menlo-Atherton High, Sequoia High, and Woodside High. The CCP program provides direct handoffs from therapists at CCSC to SUHSD staff and to fellow CCP clinicians who provide individual and group therapy in the district high schools. Additionally, pre-enrollment into parent meetings at the district high schools and close collaboration between Acknowledge Alliance counselors and district high school staff ensure that youths experience a smooth and successful transition.

Although not inclusive of probation-funded services, Acknowledge Alliance also provides counseling to 9th and 10th-grade students in the Aspirations program who have been identified as students at high risk of failure in their transition to high school, as well as counseling to students with alternatives to suspension and expulsion contracts. For the past three years, Acknowledge Alliance has placed a staff clinician in the Boys and Girls Club of the Peninsula in Redwood City to provide the same mental health services to teens from SUHSD high schools who attend the afterschool program there. Although this service is not funded by JJCPA, many of these teens are involved in the juvenile justice system as well.

# Programmatic Challenges

Several programmatic challenges emerged during FY 2021-22 that impacted Acknowledge Alliance’s outcomes. In the current fiscal year, after a year off due to COVID-19, Gateway School contracted with a school-based mental health provider and no longer needed their services. Additionally, an extremely low census at juvenile hall meant that students there were well covered by SMC Behavioral Health and Recovery Services, and they did not need the additional mental health services of Acknowledge Alliance that had been provided at Hillcrest for the past 20 years.

Challenges related to COVID-19 included a continuation of students missing chunks of time at school due to contracting COVID-19 or being exposed to someone who had; students being disengaged from school and everything associated with it (including counseling) due to the disruptions in attendance; difficulty reaching students once they were staying at home, and students having problems finding a private, confidential space in their homes to take counseling calls or video conferences. Many students that were served did not have cell phones, and many did not have Wi-Fi access at home, which posed significant challenges to outreach. Many students’ families struggled with job loss and increased stresses associated with financial strain and lack of basic needs. Financial struggles also led to many students declining or missing services as they had to find jobs or take care of their younger siblings to support their families. Family members staying-at-home all together in often cramped housing situations added to the strain and raised concerns clinicians had about existing family violence issues, students’ exposure to community violence, and student anxiety, depression, and self-medicating behaviors.

Clinicians could assist families by referring them to resources and helping them access needed goods and services but noted the lack of structure that staying-at-home created was highly unsettling for many students who lean on consistent routines to focus on their schoolwork. Without that structure, past traumas were often triggered, and students were left feeling untethered and anxious.

Clinicians saw a significant increase in anxiety and depression among students. Therapists often increased frequency of sessions, took more crisis calls, and did more collaboration with outside medical and mental health professionals on behalf of their clients. Each client took more time from the therapists which meant that fewer students could be served.

However, as clinicians developed routines and strategies with the schools and organizations within which they provide mental health services to youth, CCP clinicians were able to see more students this year than last year and develop ways to collect data that they had trouble collecting last year.

# Evaluation Methods

Programs provided by Acknowledge Alliance are funded by San Mateo County Probation's (Probation) Juvenile Justice Crime Prevention Act (JJCPA). Acknowledge Alliance monitors their programs and reports client, service, and outcome data to Probation and its evaluator, Applied Survey Research (ASR). The methods and tools used to collect these data include:

- **Participants and Services:** Grantee programs collected demographic data (e.g., race/ethnicity, gender, etc.) and service data (e.g., type of services, hours of services, etc.) for individual participants. Program staff entered these data elements into their own data systems prior to transferring the data to ASR for analysis.
- **Risk Factors:** Grantee programs used two assessments, the Juvenile Assessment and Intervention System (JAIS) and the Child Adolescent Needs and Strengths (CANS) assessment, to provide a standard measure of risk, life functioning, and areas of strength and need for youths:
  - **JAIS:** Grantee programs used the Juvenile Assessment and Intervention System (JAIS) to provide a standard measure of risk for youths. This individualized assessment is a widely used criminogenic risk, strengths, and needs assessment tool that assists in the effective and efficient supervision of youths, both in institutional settings and in the community. It has been validated across ethnic and gender groups. The JAIS consists of a brief initial assessment followed by full assessment and reassessment components (JAIS Full Assessment and JAIS Reassessment). The JAIS assessment has two unique form options based on the youth's gender. Probation has elected to administer the JAIS to all youths receiving services in community programs for at-risk and juvenile justice involved youth. The JAIS Girls Risk consists of eight items, and the JAIS Boys Risk consists of ten items. Each assessment yields an overall risk level of 'low,' 'moderate,' or 'high.'
  - **CANS:** This is a multi-purpose tool developed for children's services to support decision-making in determining level of care and service planning, to facilitate quality improvement initiatives, and to allow outcome monitoring. The CANS consists of items scored on a four-point scale of 0-3, with a score of two or three indicating an actionable need. The assessment groups items into several core modules, including Youth Strengths, Risk Behaviors, Behavioral/Emotional Needs, Life Functioning, Caregiver Strengths and Needs, and Acculturation. Secondary modules that can be triggered by answers to specific core module items include School, Trauma, Substance Use, and Juvenile Justice.
- **Risk Indicators:** Grantee programs evaluated certain risk indicators upon entry for JJCPA youths, including if the youths had an alcohol or other drug problem, a school attendance problem, and whether they had been suspended or expelled from school in the past year.
- **Outcomes:** Like all JJCPA funded programs, Acknowledge Alliance reports on five justice-related outcomes for program participants occurring within 180 days post entry. They are:
  - arrests
  - probation violations

- detentions
- court-ordered restitution completion
- court-ordered community service completion

In FY 2021-22, the outcome measures reported for Acknowledge Alliance include Arrests and Probation Violations. The prior year's cohort of program participants serves as the reference or comparison group to interpret FY 2021-22 outcomes.

In addition to the required justice-related outcomes, Acknowledge Alliance also collected two program-specific outcome measures to track progress toward helping participants express their emotions constructively and make positive choices for themselves. Acknowledge Alliance also administers The Children's Global Assessment Functioning (GAF) pre- and post-tests to measure its clients' psychological, social, and school functioning.

- ***Evidence-Based Practices:*** JJCPA-funded programs are encouraged to follow evidence-based practices. To augment Probation's knowledge of which programs are being implemented by funded partners, each funded program has provided a catalog of its practices since the FY 2017-18 evaluation period. After receiving this information, ASR runs the cataloged practices reported through several clearinghouses to determine whether each practice is an:<sup>1</sup>
  - evidence-based theory or premise
  - evidence-based model, shown by multiple experimental or quasi-experimental studies to be effective
  - evidence-based practice or modality shown to promote positive outcomes
  - evidence-based tool or instrument that has been validated (concurrent and predictive)

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<sup>1</sup> For the full list of evidence-based practice clearinghouses used to evaluate programs, please see the JJCPA/JPCF Comprehensive Report for fiscal year 2021-22.



# Evaluation Findings

## FISCAL YEAR 2021-22 HIGHLIGHTS

- Acknowledge Alliance served 330 youths this year, 25% more than the last fiscal year. Average hours spent with youths increased 33% from FY 2020-21.
- JAIS data on criminogenic risk was suppressed for FY 2021-22 due to an extremely small sample size (n=3).
- Acknowledge Alliance assessed a little over one-third (37%) of youths they served using the CANS. Results for the 85 youths with baseline assessments in the fiscal year indicated 81% had three or more actionable needs when they entered the program. Out of 100 youths with both baseline (any fiscal year) and follow-ups this fiscal year, number of needs at follow-up decreased when compared to baseline in three areas: behavior and emotion, life functioning, trauma symptoms, acculturation, and school.
- Risk indicators evaluated at entry for Acknowledge Alliance youths including alcohol or other drug problem, attendance problem, or suspension/expulsion in the past year were suppressed due to extremely small sample size (n=4).
- Participants showed improvements in scores on the GAF scale.

## PROFILE OF YOUTHS SERVED

In FY 2021-22, Acknowledge Alliance served 330 youths, with race/ethnicity and age data available for 98% of youths. Sixty-seven percent (67%) of youths were female, 31% male, and 2% were transgender/other, with an average age of 17.3 years. Three-quarters (75%) identified as Hispanic/Latino, 10% identified as White/Caucasian, 6% identified as Asian/Pacific Islander, 5% as Black/African American, 3% as multi-racial/multi-ethnic, and 1% identified as another ethnicity (Other).

The 330 youths served over FY 2021-22 spent an average of 4.4 months in the program and received 18.4 hours of services (Exhibit 1). Sixty-four percent (64%) of services rendered were for individual counseling, 30% for case management, 2% for consultations, crisis intervention, or professional development/staff consultations, and 1% for student outreach.<sup>2</sup>

**Exhibit 1. Youth Services**

YOUTH SERVICES	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
Number of Youths Served	172	249	312	265	<b>330</b>
Average Number of Hours Served	11.8	8.8	13.8	20.6	<b>18.4</b>
Average Time in the Program (Months)	3.6	3.7	4.1	4.7	<b>4.4</b>

<sup>2</sup> All data reported here reflect service data submitted by Acknowledge Alliance in July 2022. Additional youth services data became available in October 2022, after analysis and reports were complete, thus, not included in this report or in the Comprehensive Annual JCPA and JPCF Evaluation Report.

## RISK INDICATORS

Acknowledge Alliance evaluated specific risk indicators upon entry, including if the youths had an alcohol or other drug problem or a school attendance problem, and whether they had been suspended or expelled from school in the past year. All data for FY 2021-22 have been suppressed due to an extremely small sample size (n=4).

**Exhibit 2. Youth Risk Indicators at Entry**

RISK INDICATORS	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
Alcohol or Other Drug Problem	28%	28%	8%	7%	*
Attendance Problem	58%	49%	42%	40%	*
Suspension/Expulsion in Past Year	53%	62%	58%	1%	*

FY 2021-22 n=2-4. \*Indicates that data were suppressed due to a sample size below five.

All JAIS risk data for FY 2021-22 have been suppressed due to an extremely small sample size (n=3).

**Exhibit 3. JAIS Risk Levels**

JAIS RISK LEVELS	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
Low	58%	63%	61%	80%	*
Moderate	27%	27%	39%	20%	*
High	15%	10%	0%	0%	*

FY 2021-22 n=3. \*Indicates that data were suppressed due to a sample size below five.

## YOUTH STRENGTHS AND SERVICE NEEDS

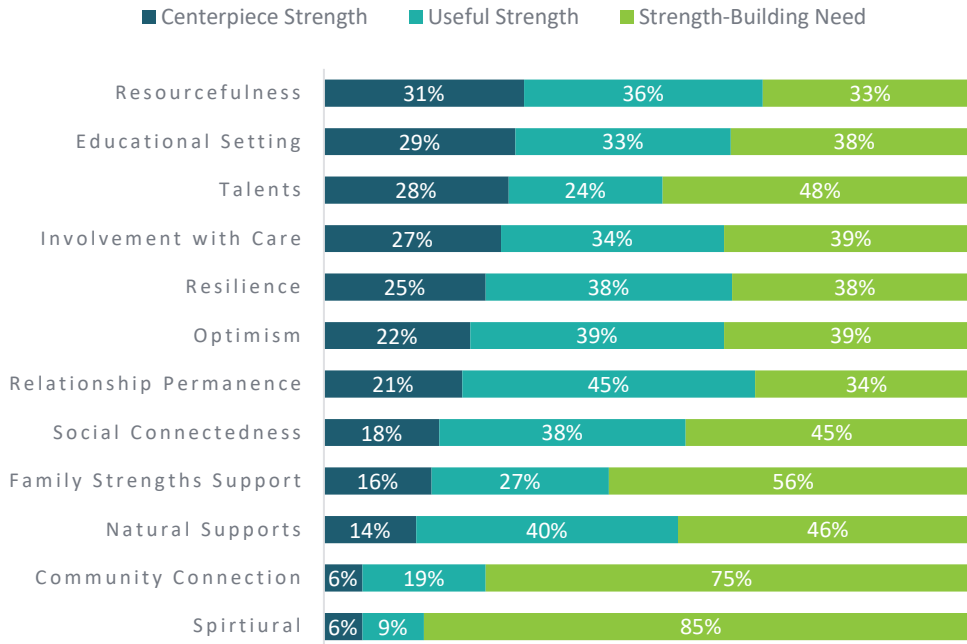
In FY 2021-22, Acknowledge Alliance gathered CANS assessment data at baseline and/or follow-up from 122 youths, 37% of the 330 youths served. A total of 85 youths had a baseline assessment within the fiscal year and 100 youths had both a follow-up assessment within the fiscal year and a baseline assessment (from any fiscal year). This count does not include 34 youths assessed exclusively by program interns who had not been certified to complete the CANS.

### Baseline Assessment

The average number of centerpiece or therapeutically useful strengths identified at baseline per youth was 6.2 out of 12, with 88% youths identified with at least one strength and 70% with at least one centerpiece strength. Youths accessing Acknowledge Alliance services scored the same as the average number of strengths compared to the other three programs funded by San Mateo Probation completing CANS assessments, with all programs combined averaging 6.1 strengths per youth and 88% of youths possessing at least one strength. Resourcefulness (67%) and Relationship Permanence (66%) were the strengths most frequently mentioned among Acknowledge Alliance youths (Exhibit 4). Compared to other San Mateo Probation programs, Acknowledge Alliance youths more often rated Resilience as a strength (62%), and less frequently identified Social Connectedness (55%) and Family Support (44%) as a strength. Youths identified the same strength-

building needs as other San Mateo Probation programs for Community Connection (75%) and Spiritual Connection (85%), and only slightly more than half of Acknowledge Alliance youths (54%) and youths in the other San Mateo Probation programs (55%) rated Natural Supports as a strength.

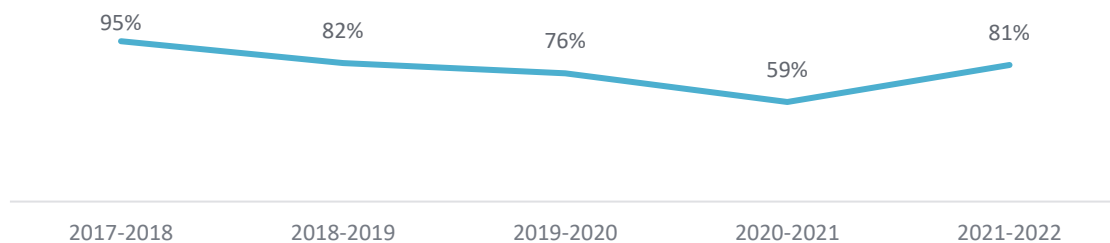
**Exhibit 4. Percentage of Youths with Each Strength at Baseline**



n=85. Percentages may not total to 100 due to rounding.

Approximately 81% of youths (n=69) had actionable needs at baseline on three or more items, an over 20% increase from the previous fiscal year.

**Exhibit 5. Percentage of Youths with Three or More Actionable Needs at Baseline**



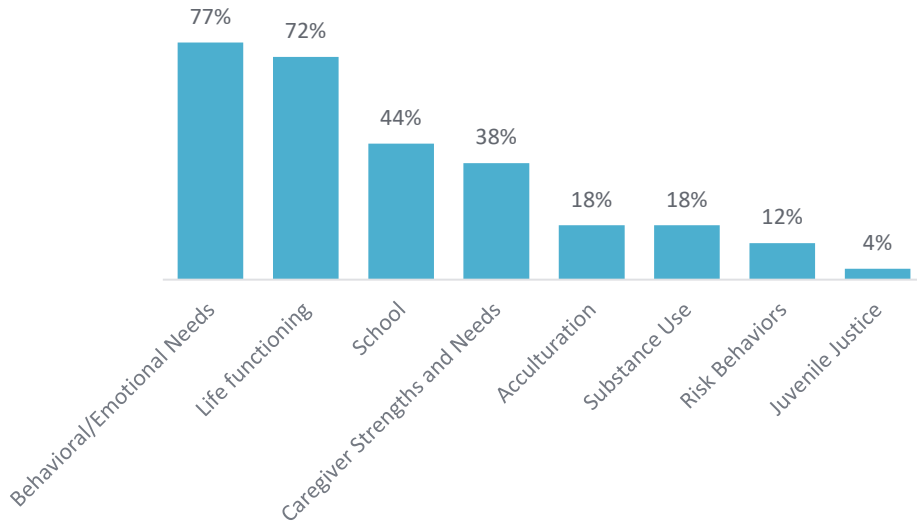
FY 2021-22 n=85.

Exhibit 6 presents the percentage of youths administered a baseline CANS assessment having at least one actionable need in that module. A high percentage of youths had actionable needs across many of the CANS core domains.

The Behavioral and Emotional Needs module, which indicates the need for follow-up action to address depression, anxiety and symptoms of trauma and strengthen healthy behaviors and emotional health in youths, was indicated as a need for 77% of youths assessed at program start. This need area was followed closely by the

Life Functioning module (72%), which assesses how youths function across individual, family, peer, school, and community realms.

**Exhibit 6. Percentage of Youths with at Least One Moderate or Significant Need Per CANS Module at Baseline**



n=85 except for Caregiver Strengths & Needs (n=68)

## CHANGE OVER TIME

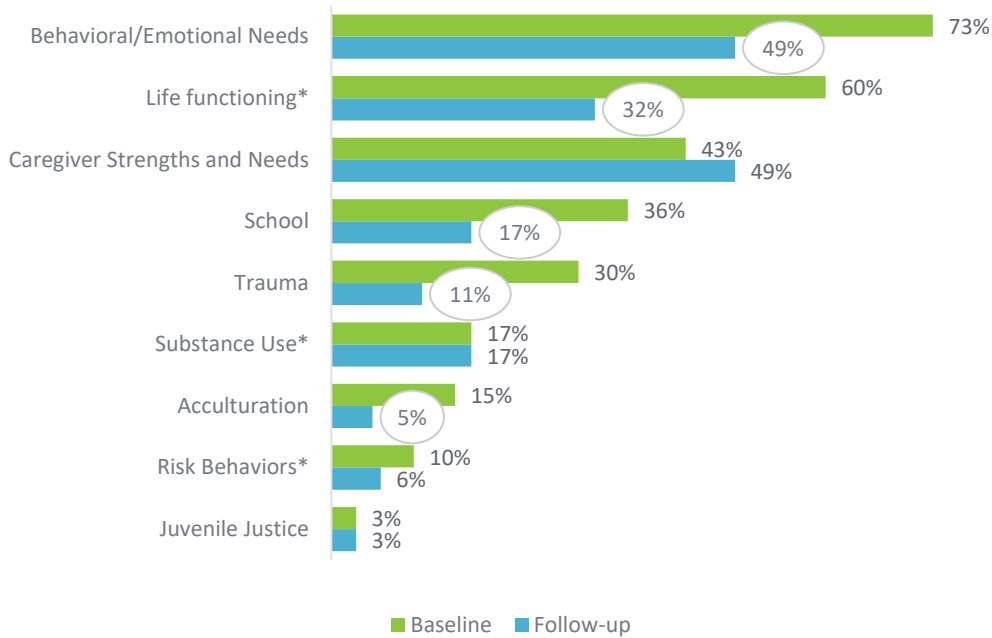
The baseline and follow-up assessments of 100 youths were analyzed to reflect most accurately the change in the number of youths with actionable needs over time.

The number of centerpiece strengths identified for youths served by Acknowledge Alliance significantly increased over time, from 62% to 79%.<sup>3</sup> This suggests that the program may have helped cultivate new centerpiece strengths among youths.

Exhibit 7 shows the percentage of youths with at least one actionable need at baseline and follow-up. The results show a 24-percentage point decrease in the number of youths with behavioral/emotional needs, including reducing the number of youths with actionable needs around trauma by over one-half (30% at baseline to 11% at follow-up). There was also a 28-point decrease in the number of youths with life functioning needs which included school-related needs, and a 10-point decrease in Acculturation needs. There were no significant changes in the remaining need categories.

<sup>3</sup>Paired T-test, p < .01.

**Exhibit 7. Change in Percentage of Youths with CANS Actionable Needs Over Time**



n=93-100 except for Caregiver (n=69). Note: Circles indicate statistically significant decreases from baseline to follow-up assessment using paired T-tests, p < .05. \*Results include needs identified on core items or secondary modules.

Although the results of the follow-up CANS indicate that many youths still needed support in most need areas, the noticeable decreases in the number of youths with these needs indicates that some youths experienced a resolution of specific needs during their participation in Acknowledge Alliance programs. This was especially true in their establishment of life skills and functioning, improved behavioral or emotional symptoms, and decreases trauma symptoms.

In the prior fiscal year, the Acknowledge Alliance program had CANS assessments for half (49%) of the youths, whereas this year Acknowledge Alliance had assessments for 37% of youths. The lack of CANS certifications by the interns lowered the number of youths with valid, usable data this year. To effectively address the needs of all youths served and to help inform the stakeholders of the strengths and needs of youths, continued attention should be paid to ensuring all youths are assessed with fidelity, and that data are entered into the data entry platform.

**JUSTICE OUTCOMES**

In Exhibit 8, similar to past years all data are suppressed for youths served by Acknowledge Alliance in FY 2021-22 due to an extremely small sample size (n=4).

**Exhibit 8. Justice Outcomes (Six Months After Entry)**

JUSTICE OUTCOMES	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
Youths Arrested for a New Law Violation	13%	16%	*	*	*
Youths with a Probation Violation	9%	14%	*	*	*

FY 2021-22 n=4 for Youths Arrested for a New Law Violation, n=2 for Youths with a Probation Violation. \*Indicates that data were suppressed due to a sample size below five.

**PROGRAM-SPECIFIC OUTCOMES**

The Acknowledge Alliance performance target for CANS completion rate for the youth participants was 95%. They fell short of that goal, at 37% (Table 5). The second CANS-related data collection measure was to have all Acknowledge Alliance CANS users and trainers maintain current certification, but they fell short of meeting that goal at 57% certified (four trainers). The remaining three trainers (43%) have certifications that have lapsed. Six interns also conducted additional CANS assessments but these data were invalid and not included.

**Exhibit 9. Program-Specific Outcomes**

CANS DATA COLLECTION	FY 20-21	FY 21-22 TARGET	FY 21-22 RESULTS
CANS Completion Rate	49%	95%	37%
CANS Users/Trainers Current with (Re)Certification	67%	100%	57%

In addition to the CANS assessment, Acknowledge Alliance staff and interns measured progress made by each youth using the Global Assessment of Functioning (GAF) scale. The GAF is a 100-point scale used by mental health clinicians to measure psychological, social, and school functioning for children ages six to 17. The children's version of the GAF was adapted from the Adult Global Assessment of Functioning Scale and is a valid and reliable tool for rating a child's general level of functioning on a health-to-illness continuum. GAF scores at pre- and post-test were collected for youths who had been seen more than three times.

The GAF was administered to youths in the Transition and Youth Development Programs. As seen in Exhibit 10, the CCP youths in the CCSC Program had a 13.1% increase in GAF scores from pre- to post-test overall. The Youths in the Transition Program had a 13.6% increase.

**Exhibit 10. Transition Program GAF Pre- and Post-Test Scores by School**

GAF SCORE	PRE-TEST MEAN GAF SCORES	POST-TEST MEAN GAF SCORES	PERCENT CHANGE FROM PRE- TO POST-TEST
CCSC Program	63.6	71.9	13.1%
Transition Program	56.5	64.2	13.6%

Performance measures for Acknowledge Alliance included the percentage of youths in each program who reported that counseling helped them express their emotions constructively and make positive choices for themselves. For the CCP youths in the CCSC program, 97% of youths reported that counseling helped them to

express their emotions constructively and 91% reported that counseling helped them make positive choices for themselves. These both exceeded their goals of 90% and 75% respectively. For the CCP youths in the Transition Program, 85% of youths reported that counseling helped them to express their emotions constructively, coming close to meeting their target of 90%. The goal of youths reporting that counseling helped them make positive choices for themselves was 75% and they exceeded that with 85% of Transition Program youths reporting this outcome.

**Exhibit 11. Performance Measures**

PERFORMANCE MEASURE	FY 18-19	FY 19-20	FY 20-21	FY 21-22 TARGET	FY 21-22 RESULTS
<b>Court and Community Schools Program</b>					
Percent of youths who report that counseling helped them to express their emotions constructively	89%	67%	N/A	90%	97%
Percent of youths who report that counseling helped them to make positive choices for themselves	73%	44%	N/A	75%	91%
<b>Transition Program</b>					
Percent of youths who report that counseling helped them to express their emotions constructively	89%	80%	71%	90%	85%
Percent of youths who report that counseling helped them to make positive choices for themselves	78%	80%	67%	75%	85%

**EVIDENCE-BASED PRACTICES**

In FY 2021-22, funded programs were asked to provide the practices and curricula employed in their programs. ASR then determined whether they were evidence-based or promising practices through a thorough search of evidence-based practice clearinghouses. Exhibit 12 details the practices that Acknowledge Alliance reported and the evidence base for each practice.

**Exhibit 12. Evidence-Based Practices**

PRACTICE	PRACTICE IMPLEMENTATION	RATING
Psychodynamic Psychotherapy	Weekly hour-long individual and group therapy sessions (no time limit – clients may attend as long as needed).	Evidence-based practice according to empirical evidence. <sup>4</sup>
Trauma-Informed Practice	Therapists are trained in understanding the impact of complex trauma on the youths and effective ways to address this as an integral part of the therapy.	The Trauma-Informed approach is evidence-based practice according to SAMHSA. <sup>5</sup>
Cultural Sensitivity	Therapists are trained to explore and factor in cultural influences and norms in their work with clients.	Although cultural sensitivity is not recognized as an evidence-based or promising practice on its own, it is recognized as an important factor for the client and therapist relationship. <sup>6</sup>

**CLIENT STORY**

Each year, staff at funded programs provide a client story to help illustrate the effect of services on their clients. The following is the client story provided by Acknowledge Alliance for FY 2021-22.

**Exhibit 13. Client Story**

Name of client	Jackie
Age and gender	15, cis female
Reason for referral	Jackie started therapy due to staff concerns for Jackie disclosing she has had thoughts about killing herself and her desire to die. Jackie was referred to therapy by a staff member. Jackie was having significant conflict with her parents and feeling like she wasn't able to do things she found enjoyable. Jackie also experienced a lot of bullying about her weight, the way she talks, and dresses.
Client's behavior, affect, and appearance when they first started in the program	Jackie presented with a lot of determination and eager to start therapy. She was very talkative and open about what was troubling her. Her biggest challenge was feeling bullied by her peers and feeling misunderstood by her mom. Jackie reported that she felt like nothing she did was good enough for her mom and feeling like she wasn't allowed to do anything she found enjoyable. This significantly affected Jackie's self-esteem and confidence. She presented with sad mood and affect that was accompanied by a soft voice during the first few months of therapy.

<sup>4</sup> Shedler, J. (2010). American Psychological Association 0003-066X/10/. Vol. 65, No. 2, 98 –109 DOI: 10.1037/a0018378. <https://www.apa.org/pubs/journals/releases/amp-65-2-98.pdf>

<sup>5</sup> SAMHSA. (2014). SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach, p10. Pub ID#: SMA14-4884. <https://store.samhsa.gov/product/SAMHSA-s-Concept-of-Trauma-and-Guidance-for-a-Trauma-Informed-Approach/SMA14-4884>

<sup>6</sup> Hook, J. N., Davis, D. E., Owen, J., Worthington, E. L., & Utsey, S. O. (2013). Cultural humility: measuring openness to culturally diverse clients. *Journal of counseling psychology*, 60(3), 353–366. <https://doi.org/10.1037/a0032595>



<p>Activity engagement and consistency</p>	<p>Jackie typically engaged in a lot of talking and “venting” in session, sometimes while she played with fidget toys or colored. She enjoyed telling me when something good happened in her week, especially when her friend and romantic life started improving.</p>
<p>Client’s behavior, affect, and appearance toward the end of the program</p>	<p>Through the course of therapy and at the end of the program, Jackie presented with increased joy in her life, having a solid group of friends, doing well in school, having more positive communication with her mom, and feeling better about herself. She often came in smiling in session, ready to share something exciting and fun that she did. She also grew much kinder to herself and very protective. She grew into her voice and began to defend herself when she felt bullied by others. She no longer has thoughts of wanting to die and, in fact, is looking forward to her life.</p>
<p>What the client learned as a result of the program</p>	<p>Jackie learned how to understand what was most difficult for her and the stressors in her life impacting her sense of self and mental health. Jackie learned how to be kinder to herself, acknowledge her strengths, and how to identify healthy versus unhealthy friendships and romantic relationships.</p>
<p>What the client is doing differently in their life now as a result of the program</p>	<p>Jackie acknowledges her strengths and even shows pride in them. She stands up for herself and is vocal to others about what she needs and wants.</p>
<p>The value of the program in the client’s words</p>	<p>“I learned how to be nicer to myself and learned what is helpful and unhelpful to me”.</p>