

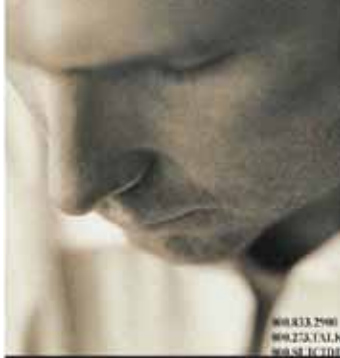
2009



**CONTRA COSTA
CRISIS CENTER**

Annual Report ■ With help comes hope

24-Hour Crisis Lines



800.833.2900
800.224.TALK
800.876.1010

- Comprehensive, confidential, culturally-relevant counseling and support
- For crisis and suicide. For child abuse. For elder abuse
- Calls answered by professional staff and peer-support volunteers
- National certified, operating around the clock since 1983
- www.contra-center.org

With help comes hope.



Grief Counseling



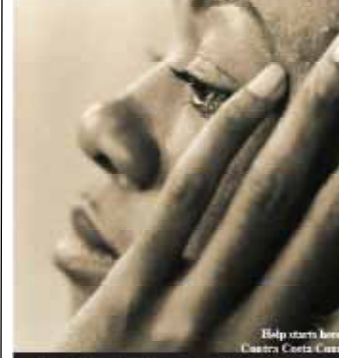
800.833.2900

- Individual and group counseling for adults and adults-in-training
- 24-hour grief hot line for immediate support, as well as referrals
- Special grief support groups for deaths in schools and workplaces
- Free and confidential, Spanish language counseling available
- www.contra-center.org

With help comes hope.



211



Help starts here in
Contra Costa County

- National, toll-free, 24-hour phone number to call for help and information
- Calls answered in multiple languages by trained reception operators
- People linked with local resources, daily and 24-hours a day
- Comprehensive and central online resource database
- www.211california.org

With help comes hope.



Youth Services



800.833.2900

- "Batterer?" The Crisis Center can be your friend
- 24-hour line for youth who need a safe place to call
- Counselor assessment, suicide, talking, counseling, and crisis
- Community presentation for adults on youth substance prevention
- Suicide information on Facebook

With help comes hope.



Consejería de Luto



800.833.2900

- Consejería individual con guía espiritual, jamaica y oración en el idioma de sus usuarios
- Línea de duelo las 24 horas para apoyo inmediato en crisis de luto
- Personal especializado que responde sus necesidades en los idiomas o lenguas
- Gratuito y confidencial. Consejería en español disponible
- www.contra-center.org

Con ayuda viene la esperanza.



211



Help starts here in
Contra Costa County

- National, toll-free, 24-hour phone number to call for help and information
- Calls answered in multiple languages by trained reception operators
- People linked with local resources, daily and 24-hours a day
- Comprehensive and central online resource database
- www.211california.org

With help comes hope.



Leftovers Thrift Shop



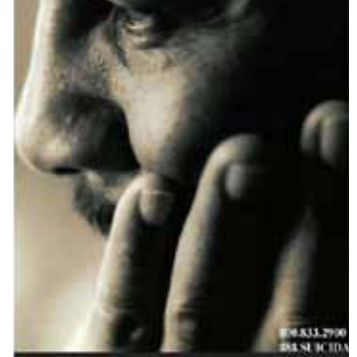
925.930-9337

- Contra Costa auxiliary featuring quality merchandise at bargain prices
- Jewelry, clothing, linens, cosmetics, books, and more
- Located in 2779, operates weekly with volunteers
- Open every day except Sunday, from 10 a.m. to 4 p.m.
- 2333 DeWald Circle, Walnut Creek

With help comes hope.



Línea de crisis 24 horas al día



800.833.2900
800.876.1010

- Comprehensive, confidential, culturally-relevant information and support
- For crisis and suicide. For child abuse. For elder abuse
- Community presentation for adults on youth substance prevention
- Confidential, operating around the clock since 1983
- www.contra-center.org

Con ayuda viene la esperanza.



Training



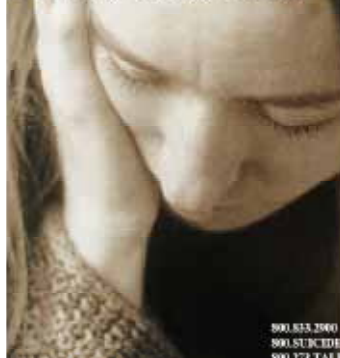
925.930.9337

- 20-hour, full-day, full-time, and two-day trainings. More info: CCI trainings
- Suicide prevention, crisis intervention, and grief counseling professionals
- Youth training provided training for teachers and other adult professionals
- Culture competency training for everyone
- www.contra-center.org

With help comes hope.



24-Hour Crisis Lines



800.833.2900
800.SUICIDE
800.278.TALK

- Comprehensive, confidential, culturally-relevant counseling and support
- For crisis and suicide. For child abuse. For elder abuse
- Calls answered by professional staff and peer-support volunteers
- National certified, operating around the clock since 1983
- www.contra-center.org

With help comes hope.



211



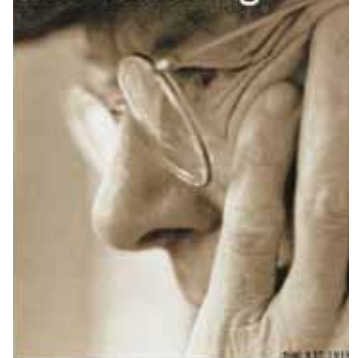
La ayuda comienza aquí en
Contra Costa County

- National, toll-free, 24-hour phone number to call for help and information
- Calls answered in multiple languages by trained reception operators
- People linked with local resources, daily and 24-hours a day
- Comprehensive and central online resource database
- www.211california.org

Con ayuda viene la esperanza.



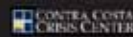
Grief Counseling



800.833.2900

- Individual and group counseling for adults and adults-in-training
- 24-hour grief hot line for immediate support, as well as referrals
- Special grief support groups for deaths in schools and workplaces
- Free and confidential, Spanish language counseling available
- www.contra-center.org

With help comes hope.



24-Hour Crisis Lines

January 1 to December 31, 2009

24-Hour Crisis Lines



Number of crisis calls handled	32,687
Number of suicide calls	4,144
Number of child abuse calls	4,609
Number of elder abuse calls	938
Percentage of calls from Central County	41%
Percentage of calls from West County	32%
Percentage of calls from East County	24%
Percentage of calls from South County	3%
Percentage of African-American callers	13%
Percentage of Latino/Hispanic callers	16%
Percentage of Caucasian/White callers	59%
Percentage of female callers	68%
Percentage of male callers	32%

Board of Trustees

President: Shiva Berman, Ph.D.
Immunologist, Northwestern
Medical Center (retired)

Vice President: Patty Owens
Project Manager,
AT&T/Pacific Bell (retired)

Treasurer: John Jenks
Chief Financial Officer,
James Irvine Foundation

Stephen Cairns
Vice President and Controller,
PG&E Corporation

Pete Caldwell, MFT
Mental Health Director,
We Care Services for Children

Sally Giberson
President, Leftovers Thrift Shop
(Crisis Center auxiliary)

Laura Hulburd, R.N.
Pediatric Nurse (retired)

David Munson
Senior Vice President,
Bank of Hawaii (retired)

Michael Rekasias
Finance consultant

Alice Villanueva
Senior Vice President,
John Muir Health

Fred Winslow
Senior Director,
Sun Microsystems (retired)

U.C. Berkeley Board Fellows
Teal Brown
Goldman School of Public Policy
Kimberly Dasher Tripp
Haas Business School

Beacons of Light

**Donations of \$50 or more
received in 2009**

Visionaries (\$100,000+)
Contra Costa Health Services
First 5 Contra Costa
John Muir/Mt. Diablo
Community Health Fund
United Way of the Bay Area

Luminaries (\$50,000+)
Chevron Corporation
Kaiser Permanente
Leftovers Thrift Shop
San Francisco Foundation

Pillars (\$25,000+)
Susan Alonso
Contra Costa Employment &
Human Services Department
Dean & Margaret Leshner Fdn.
J.M. Long Foundation
Thomas J. Long Foundation

Guardian Angels (\$10,000+)
City of Antioch
City of Concord
City of Richmond
City of Walnut Creek
R. Ken & Donna Coit
Contra Costa Department of
Conservation & Development
Robert & Patricia Dahl
The Hulburd Family
Paul Julian
McKesson Corporation

Pacific Gas & Electric Company
SAMHSA (Substance Abuse &
Mental Health Services Admin.)
Y&H Soda Foundation

Lifesavers (\$5,000+)
Bank of America
Brad & Shiva Berman
Charis Fund
Emergency Food & Shelter Pgm.
Jack & Kathy Fragie
Insurance Industry Charitable Fdn.
James Irvine Foundation
John Muir Health
Dale & Carole Haes Landon
John & Jane Perez
Theodore & Mary Ramlet
Ellen & Jesse Sprecher
Donald Stalter
Dr. Michael Todd
TWANDA Foundation

Humanitarians (\$2,500+)
Dr. Michael Baker
Robert & Alice Breakstone
Mary Ellen Browning Trust
Stephen & Mira Cairns
Jim Holt
Catherine Kuehne
Patrick and Holly O'dea
State Street Bank
John & Alice Villanueva

Benefactors (\$1,000+)
David & Kay Aaker
Raymond & Kristin Abraham
Anonymous

Dr. Carl Asseff
Nancy Gracey Bann
Annie Barendregt
John & Suzan Bateson
John Bennett
Sheldon & Madelyne Berman
Christopher & Betsy Beros
Daniel & Adrian Blumberg
Jack & Dorothy Brown
Pete Caldwell
Richard & Patricia Collyer
Diana Cournoyer
Joe & Heather Dajani
Henry & Donna Dias
Pamela Dieckman
Saul & Ann Factor
Lilah Fox
Kent & Diana Godfrey
Susan Gray Mason
John & Jennifer Jenks
Philip & Leslie Johnston
Thomas & Jahanna Knight
Dr. Montgomery & Leslie Kong
Nancy Kurpinsky & Bob Waters
James Martin
José Martín
Pat & Patti Matthews
Medical Anesthesia Consultants
Medical Group, Inc.
Thomas Mulvaney
David & Rena Munson
Raymond & Jane Nassief
Nemschick Silverman Architects
Tom & Rhonda Otway
Patricia Owens
John & Irene Phelan
Marilyn Richard
Robert & Alice Bridges Fdn.
Rosenthal & Company LLC
Rossmoor Rotary Foundation
Sudeshna Sengupta
Richard Sigel
Dr. Matthew & Arlene Sirott
Soroptimists of San Ramon
St. Anselm's Episcopal Church
Greg Thomas
Edlyn Vega
Jerry & Melody Weintraub
Wayne & Jane Willemssen
Ray & Susan Williams
Dr. Susan Willman

Christopher Wright
Dr. Steve Young

Partners (\$500+)

Richard & Lisa Abono
Mark & Valerie Allen
Dr. Cynthia Ashbrook
Rhonda Bartlett
Vicki Bosmans
Judith Bradford
Carl & Lisa Brodsky
Spencer & Tracy Brog
Loree Bunten
John & Rebecca Byrom
California Emergency Physicians
Patrick & Liz Callahan
Cb2builders
Jeff & Deanna Clark
Dawn Boyer Comer
Edith & Marc Cordone
DBA Cars Buy Phone
Dirk & Teresa Debbink
Discovery Bay Yacht Club
Gerald Eichner
Dr. Monica Eigelberger
Shannon Eng
Susan Ferguson
Larry & Terry Fernandes
Mark Friedmann
Dr. Neil & MyHang Fruman
Larae Gayler
Clement Glynn
Marty & Susan Gonzalez
Bonita Granlund
Steven & Jennifer Gregovich
Dennis & Juanita Harte
Barbara & Katherine Heard
Jones, Schiller & Company
Brian Kalinowski
Nancy Kenyon
Dara Larsen
Kathleen T. Lee
Myrtle Lenhoff
Steve & Masako Longley
Dr. Harry & Dana MacDannald
Oleg Maslenikov
Patricia McGregor
Francis & Shriley McGuff
Walt & Kathy Middleton
Susan & Al Moore
Brian Morgan

Grief Counseling

January 1 to December 31, 2009

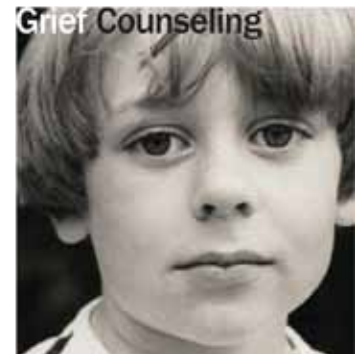
Number of youths counseled in grief	175
Number of adults counseled in grief	770
Percentage of clients from Central County	44%
Percentage of clients from East County	28%
Percentage of clients from West County	12%
Percentage of clients South County	8%
Percentage of African-American grief clients	12%
Percentage of Latino/Hispanic clients	11%
Percentage of Asian/Pacific Islander clients	4%
Percentage of Caucasian/White clients	72%
Number of grief counseling sessions	7,554
Number of postventions (grief team response)	5
Number of calls to 24-hour grief line	2,682

Robert & Elizabeth Morten
I.B. & Wendy Nielsen
Scot & Kim Paulin
Charles & Cynthia Petersen
Calvin & Joyce Rosevear
Geoff Rubio
Naomi Sakata
Dr. Timothy Scott
Virginia Semrau
Cheryl Smith
St. Perpetua Catholic Church
Virginia Stockton
Sycamore Medical Pharmacy
Rodney & Linda Terra
Mark & Michelle Walker
Charles & Sirirath Wen
Diane Trygstad Wilcox
Fred Winslow

Stewards (\$250+)

Kendall & Tamera Anderson
Richard & Nancy Anderson
Karen Axelgard-Reeves
Laura Bellomo
Stacie Bodel
Patricia Brody
George Bruns
Gray & Blythe Buetzow
Robert & Sharon Burke
Business-Plus
California Endocurietherapy
Donald Campbell
Garth Casaday
John & Susan Chapman
Dr. John Childs
Traci Clayton-Hom
Robert Clough

James & Megan Cooper
Robin Cooper
David & Kathleen Creel
Kenneth & Aldene Crowell
Sally Davis
Delta Sigma Theta Sorority
Mary Jo DiMercurio
Doctors Medical Center
Robert & Susan Donohue
East Bay Integrated Care
Scott & K. Espinosa-Brown
Louis Finks
Robert Fisher
David & Cheryl Forde
David Frane
Jennifer Griessel
Barry & Judi Hampshire
Ira Hirschfield
Melinda Hixson
Tom & Connie Hodgson
Fay Imamura
Beverly Jones
Dr. Robert & Bonnie Kadas
William & Sandra Kadi
Dr. Eugene Kaplan
Dr. Roy Kaplan
Eliza Kirkpatrick
Kiwanis Club of Martinez
Grigory & Zina Kozberg
Edgar & Grace Kwan
James & Beverly Lane
Steve & Carol Lane
Fred & Elizabeth Lasker
Dr. Steven Lee
Gloria Leigh
John & Judy McCahon
Kenneth & Barbara Meehan



Finances

As of December 31, 2009

Total Cash	\$621,365
Restricted Cash	\$173,491
Endowment	\$175,839
Unrestricted Cash	\$272,035
Accounts Receivable	\$114,678
Accounts Payable	\$38,956
Total Assets	\$1,700,839
Building	\$964,656
Bldg. Improvements	\$148,118
Furniture/Equipment	\$186,902

"When my wife and I lost our son to leukemia, a freight train of pain hit our family. The numbness and sorrow were so overwhelming that we could barely get through the day. Fortunately, the Crisis Center was there for us. Today, we continue to heal. I know that some day we will honor Travis by feeling whole again, and sharing all the joyful memories we have of him. I never imagined that I'd need help, but the Crisis Center was there when I did."

— Greg Freeman

211 Information & Referral

January 1 to December 31, 2009

4



Staff

Roberto Almanzán, M.S.
Cultural Competency Coordinator
John Bateson
Executive Director
Minerva Blaine
211 Specialist
Mike Brungardt, M.A.
Volunteer Coordinator
Mary Clark, M.A.
211 Database Administrator
Dawn Boyer Comer, M.A.
Grief Counseling Specialist
Brooks Elliott, M.A.
Crisis Line Specialist
Kristen Gauché
Development Director
Judi Hampshire, LMFT
Crisis Line/211 Director
Anne Mabee, M.A.
Crisis Line Specialist
Nayla McCarty
211 Specialist
Walt Middleton, MBA
Finance/MIS Manager
Rico Millan
211 Specialist
Susan Moore, M.A.
Grief Counseling Director
Rocio Polanco
Development Specialist
Eva Romero
211 Specialist
Lorena Sanchez
Crisis Line Specialist
Sharon Schutjer
Crisis Line Specialist
Joanna Siefert, MSW
Crisis Line Specialist
Marina Snegova
Crisis Line Specialist
LaShonda Taylor
Youth Services Coordinator
Anthony Thomas
211 Supervisor
Josefina Trujillo, M.A.
Crisis Line Supervisor

Carole Meierer
Michael & Gail Emmons
Mariana & Robert Moore
Paul & Susan Nagata
Denise Nakatani
Matt & Lee Ann O'Donnell
Yvonne Oquendo
Patricia Padgett-Rogers
PARSA Community Foundation
Dale Pearce
Fred & Judy Pueringer
Kathleen Ramirez
Christine Rehm
Lally Reyes
Beth Reynolds
Martha Riley
Lonnie & Erma Roach
Peter and Eileen Robertshaw
Lisa Rokas
Michelle Rooney
William Schweller
Dr. Michael Sherman
Gary Skrel
Richard O. Smith
Marina Snegova
Duane & Norma Spencer
Giorgia Stathis
Robert & Jayne Stolte
Michael & Wendy Thomas
Susan Thomas
Terry & Paula Thomas
Gottfried & Janet Tittiger
Valley Emergency Physicians
Jeffrey & Karen Vesely
Teri Voegtle
David Walbolt
Dr. Ron Wasserman

Dr. Vivian Wing
Linda Wise
Friends (\$100+)
Diane Adams
Terry Pink Alexander
Alhambra Valley Counseling
Carl & Sharon Anduri
Mark & Donna Antonioli
Robert Arabian
Ann Argabright
Arizona Prevention Research Ctr.
Noah & Lisa Asch
Paul & Marcia Ashley
Brian Atwood
Jeanne Atwood McRae
Linda Ausplund
Lynn Ballou
Kent Barnes
Allen & Anna Baron
Marvin & Roberta Baron
John & Sarah Bartley
Gretchen Bartzen
Gail Bateson & Dr. D. Rempel
Helen Bateson
Steve Baumgardner
Bay Imaging Consultants
R.G. & Joan Bea
Myra Belfiore
Carol Benjamin
Edward Bensal
Robert & Wendy Bergman
Pam Berrien
Ronna Blomseth
Carol Blue
Paula Boas
Grace Boda

Number of 211 calls handled	29,835
Number of housing and homeless calls	11,341
Number of health-related calls	4,602
Number of food-related calls	2,250
Percentage of calls from Central County	41%
Percentage of calls from West County	32%
Percentage of calls from East County	24%
Percentage of calls from South County	3%
Percentage of African-American callers	13%
Percentage of Latino/Hispanic callers	16%
Percentage of Caucasian/White callers	59%
Percentage of female callers	68%
Percentage of male callers	32%

Timothy & Susan Bottoms
Vivian Brailoff
Audrey Bramhall
Dennis Buckley
C F Brennan & Company
Mary Callahan
Patrick Callens
Lanette Carscadden
Harvey & Phyllis Ceaser
Center for Counseling
Richard Cereghino
Ray Chan
Douglas Charkow
Child Day Schools
Robin Chinn
Robert Clark
Nadine Cleveland
David Clingerman
Beth Cocanougher Short
Joseph Coggins
Chris & Concetta Conkling
Contra Costa Medical Assoc.
Gabrielen Contreras
Jeanette Cook
Dr. Ronald E. Cooper
Margaret Crawford
John & Dr. Rebecca Cunningham
Rosemary Cunningham
Jeffrey & Nancy Curtis
Georgeanne Cusic
Aila Dawe
Robin de Leuze
Christine & James Dean
Dirk & Teresa Debbingk
Katherine Dey
Robert & Florine Diepenbrock
James & Kim Donohoe
East Bay Hospitalist
John Ebert
Sonja Echeverria
Barbara Eddy
Robert & Susan Edmondson
Charles & Helen Edwards
Brooks Elliott
Kelly Enders
Roselyn Eng
Reni Erdos
Neil & Barbara Falconer
Patricia Farber
Bruce Felmy
Beth Ferree

Richard Fertell
 David & Ann Flinn
 Florals by Yukiko Woo
 F. Fluerenbrock
 Mimi Foord
 Greg & Dana Freeman
 Jack & Sharon Funk
 Matthew & Rhonda Futterman
 Mary Ann Gallina
 Allison Gibson
 Stuart Gilliam
 Debbie Goldberg
 Carol Goldman
 David & Diane Goldsmith
 Alice Gonnerman
 Grace Presbyterian Church
 Grandmothers 4 You Club
 Judi Graves
 Richard & Nina Green
 Phillip & Sandra Grimes
 Gary & Dawn Guglielmino
 Reynaldo & Aurora Guingon
 Sybil Gurney
 Richard & Joan Haber
 Patricia Haggan
 Richard & Kristin Hansen
 Calvin Hao
 Margaret Harbarth
 James & Melissa Hardy
 Marilyn Hardy
 David & Danica Harris
 Sara S. Hartwell
 Stephen Harwood
 Jill Haubold
 Vesely Malcolm Hendry
 Thomas & Kim Henley
 William & Pamela Herrera
 John & Anne Hetland
 Larry & Deedee Hickerson
 Marjean & Lurae Hill
 Michael Hirsch
 Arnold & Donna Hoffman
 Michelle Huey
 Mark & Josette Hurwitz
 Ivan & Yenjean Hwang
 Bonnye Lynn Ingram-Depaolo
 Rhonda James Vasquez
 B.A. Javorski
 Wanda Jaworski
 Janice Jensen
 Mary Jensen

211 Database

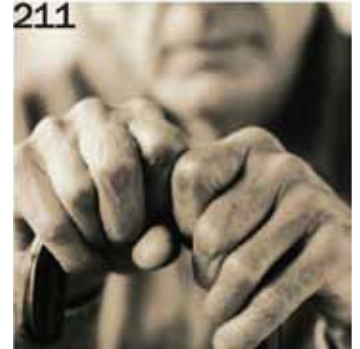
January 1 to December 31, 2009

Number of agencies in database	635
Number of programs in database	1,505
Number of database users	42,358
Number of searches conducted	188,485
Number of Central County guides downloaded	5,204
Number of East County guides downloaded	7,481
Number of West County guides downloaded	5,413
Number of medical guides downloaded*	4,397
Number of economic guides downloaded*	4,315
Number of guides downloaded (English)	21,402
Number of guides downloaded (Spanish)	5,408
Estimated number of copies per download	10
* Created mid-year	

Jasdeep & Jewel Johl
 Carol Johnston
 Varma Kakarlapudi
 Jane Kaplan
 Elmer & Gloria Kaprielian
 William & Erin Kezer
 Laura Kimmel
 Kip & Janet Kingsland
 Deborah Kirshman
 Kathy Klein
 Gerald & Rosette Koch
 Miwako Koyasako
 Mary Patricia Kramer
 Sara Kranz
 Belle Krumholz
 Jenny Kuo
 David & Kathleen Lacross
 Constance Lambert
 Nelson & Medy Lamorena
 Deleyse Langdale
 Dr. Douglas Lange
 Joan Lautenberger
 Kevin Leader
 James & Gwendolyn LeBlanc
 Jeordan Legon
 Ronald & Rose Lernberg
 Christine Lewis
 Constance Lewis
 Susan Lindsay
 Lippenberger, Thompson et al.
 Jane Loebel
 Dr. Todd & Rachel Lorenz
 Dr. Kathryn Loughran
 June Lynch
 Dr. B. Kenneth & Janine Lyons
 Dr. Howard & Judy MacCabe
 Terry Magnin

Jeffrey Malloy
 Don and Adrienne Mannis
 Norma Mansfield
 Michael Martinez
 Anne Matlock
 Henry & Kathleen Mayer
 Peter & Kathleen Mazolewski
 Timothy David McCreery
 Vicki McReynolds
 Dr. Joseph A. Mele
 Jerry & Deborah Mellin
 Jose & Terry Mendoza
 Patricia Mewha
 Dr. Edward & Phyllis Miller
 Neil & Rhys Miller
 Ginelle Mills
 David Millstein
 Michael Monaldo
 Joseph & Jerilyn Moore
 Muir Medical Group Board
 Terry Munoz
 Dr. Melinda Myers
 Steve Myers
 Jeff & Elaine Neeley
 Jim & Susan Nomura
 John & Kathy Norton
 Linda Nunnally
 Edward & Carole Ogawa
 Chris Perez
 Randal & Kimberly Pickard
 Pine Valley Intermediate
 Ms. Diane Plank
 Judith Platt
 Lillian Poage
 Jim & Susan Pooler
 Pamela Price-Bergquist
 Dorothy Prokop

211



Budgeted Revenues

June 1, 2009 to July 31, 2010

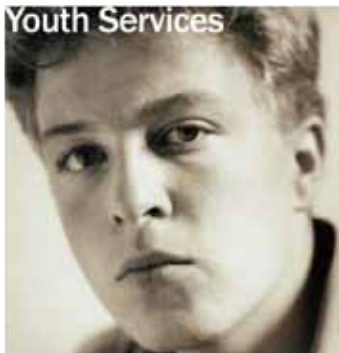
Individuals	\$170,000
Corporations/Fdns	\$297,000
United Way	\$200,000
First 5	\$120,039
Religious/Civic	\$5,000
Thrift Shop Proceeds	\$67,200
Annual Gala	\$140,000
Program Income	\$27,000
Interest Income	\$10,000
Government Grants	\$461,475
Government Contracts	\$188,028
Special Projects	\$40,000
Other	\$12,500
Total Revenues	\$1,738,242

Budgeted Expenses

Personnel	\$1,395,060
Occupancy	\$53,000
Phone	\$35,000
Web Services	\$8,000
Printing/Postage	\$33,000
Supplies/Equip.	\$31,000
Conf./Training	\$10,000
Employee Mileage	\$6,000
Volunteer Expenses	\$6,000
Dues/Subscriptions	\$9,000
Motel Vouchers	\$25,000
Professional Services	\$14,610
Insurance	\$27,000
Fundraising Materials	\$31,800
Special Events	\$40,000
Advertising	\$5,000
Miscellaneous	\$5,000
Balance/Reserve	\$3,772
Total Expenses	\$1,738,242

Youth Services

January 1 to December 31, 2009



Number of youth violence prevention trainings	221
Number of youths at trainings	5,730
Number of adults at trainings	1,570
Youths who rated trainings "excellent"	94%
Adults who rated trainings "excellent"	98%
Youths who "agreed strongly" that they learned or expanded their awareness of suicide warning signs and could deal with suicidal behavior more effectively	94%
Adults who "agreed strongly" that they learned or expanded their awareness of suicide warning signs and could deal with suicidal behavior more effectively	96%

Gala Committee

Co-chair: Patty Owens

Co-chair: Nancy Kurpinsky

Susan Alonso

Judy Bradford

Pete Caldwell

Denise Charkow

Christine Dean

Bonnie Goodstein

Juanita Harte

Lurae Hill

Marjean Hill

Mike Rekasias

Joyce Rosevear

Ellen Sprecher

In Memory of: Marian Baker

Mental Health Screeners

Alan Brast, Ph.D.

Alice Breakstone, Ph.D.

Janet Forman, LMFT

Janice Foss, LMFT

Sheryl Hoye, LCSW

Lou Ann Kary-Steiner, LMFT

John Kirby, LMFT

Sarita Ledet, LMFT

John Mason, LMFT

Jim Nirenstein, LMFT

Rhonda Otway, LMFT

Margaret Petzel, LMFT

Joyce Shappee, LMFT

David Shaw, LMFT

Ellen Sprecher, LMFT

Roberta Stern, LMFT

Barbara Tuber-Sooy, LMFT

Nani Vohryzek, LMFT

Ellen Walters, LMFT

Judith Watkins, LMFT

Marietta Wickstrom, LMFT

Jeffrey Quinto

Bruce & Carlene Reeves

Ray Replogle

David & Tammie Rhoads

Dr. Robert & Rosemary Riesenfeld

Joanne Riskin

S. Donley & Sharon Ritchey

Steve & Diane Roberti

Norma Robinson

Ronald Rogness

Mary Rose

Janie Roskelley

Steve Safren

Mark Sakata

Joan Santiago

Steven & Mary Schneider

Dick & Joan Schwartz

Barton Scowley

Dr. Elizabeth Seet

Paul & Melanie Shebalin

Terrell & Mildred Sherman

Valerie Shrum

Frank & Sheri Silva

Daniel Silverman

Michael & Cathleen Simmons

Helen Slattery

Marguerite Slavonia

Dennis L. Sleighter

Donald Smith

Lynne Smith

Cheryl Spanos

Richard Stanton

James & Barbara Stedman

Lynn Stelmah

Richard W. Stevens

Saovaluck Story

Jonathan & Tiffany Svahn

Travis & Jeanne Swenson

Homer & Patricia Thiele

Tanya Thorpe

David Tipp

Felipe Toledo

Jeffrey & Susie Tom

Jana Tomskey

Pamela Jane Tong

Pat Tovey

John Tryon

Ruth Tsubota

Dr. Steve & Renee Turman

Robert Uffens

John Valentine

Wayne Vico

Cindy Vowell

Beth Wainwright

Walnut Creek Swim Club

Mark Wang

Mark & Deborah Wanger

William Ward

Roland & Agripina Warthan

Linda Waters

Virginia Weaver

John and Rose Weil

Erica Weingarten

Dr. Stephen & Julie Weiss

Dr. Melvin & Lynne Wells

Philip and Susan West

Diane Whaley Lees

Robert & Mona Whitley

Mark & Barbara Wille

Ann Marie Williams

Kevin Williams

Randell & Susan Williams

Annette Wilson

Richard & Christine Wise

Alicia Witteborn

Margaret Wong

Kelly Wright

Stephen Wright

Flavia Zaro

Kenneth & Susan Zib

Naomi Zipkin

John Zukoski

Supporters (\$50+)

Paul & Kimiko Adachi

Anonymous

Jay Begun

Gerry Benoit

Paul Benzler

Barbara Bigger

Carol Black

Teal Brown

Gilbert & Brenda Byers

Lisa Chang

Margaret Clough

Susan Cohen

Dr. Robert B. Cole

Betty Conti

Nancy Crow

Arthur Danzig

William & Elaine DeProse

Diablo Cardiology Medical Grp.

June Donahue

David Epley

Hugh & Anna Fehrenbach

Ann Marie & Margie Fisher

Daniel & Patricia Fitzgerald

Peggy Foltz

Katherine Galvin

Jeanne Gianakos

David Gilbert

Winnifred Gin

Louann Giorgi

Thomas & Joyce Glidden

Don Green

William & Elizabeth Gross

Arnold & Jennifer Haller

Barbara Hauge

Lawren & Ilana Hicks

Dr. Kent & Nancy Hobert

Dr. William Hoddick

Carol Holland

Joan Holman

May Honda

Michael & Barbara Hoversen

Barbara Jennings
 Deborah Jensen
 Karen Katz
 Mary Kelley
 Claire Kennerley
 Eizo & Mary Kobayashi
 Peter and Susan Kolben
 Hans Kremer
 Dr. Elwood L. Kronick
 Rena Kumai
 Candace Kunz Tao
 Lafayette United Methodist Women
 Roger Lamm
 Ellis Langley
 Mark & Marjorie Leeds
 Sheldon & Suzanne Lewis
 Norman Livermore III
 Joyce Locke
 Ed & Nina Longley
 Christy Lundberg
 Joe & Jo Macaluso
 Tad & Kinu Matsumoto
 Kathleen McAdam
 Margaret McGhee
 Richard & Shannon Merrill
 Dr. Barry & Linda Miller
 Modern Bridal
 Bryan & Rebecca Moore
 Katherine Morehouse
 Susan Nabeta-Brodsky
 Alicia Nance
 Theron Nelson
 News Direct Services
 Glenn & Susan Ogawa
 Helen Owsley
 Gina Pasqualone
 Patsy Peng
 Janette Perea
 Edith & Marvin Peskin
 David & Sandra Pienta
 Pleasant Hill Adv. Academy
 Maure R. Quilter
 Dr. David Rainero
 Joyce Ratner
 Heather Reid
 Inara & Gunars Reinis
 James & Edna Reiter
 Mike Rekasis
 Lynda Rexroat
 Renee Rivera
 Deborah Roberson

Leftovers Thrift Shop

A mini-department store supporting the Crisis Center

Leftovers Thrift Shop was started in 1976 by three Crisis Center volunteers who wanted to raise money to support our work. Since its inception, the shop has generated more than \$1.5 million in revenues without spending so much as \$1 in personnel costs. An auxiliary of volunteers is in charge of all facets of the business. Featured items include jewelry, linens, housewares, books, clothing, and accessories. Additional volunteers are needed and welcomed.

Shop hours: 2333 Boulevard Circle
 Monday to Saturday Walnut Creek
 10 a.m. to 4 p.m. 925.930.9393

Frank & Marilyn Royer
 S.F. Bay Girl Scout Troop 2198
 Robert Santin
 Alan Schaer
 Matthew & Karen Schoenthaler
 Dr. Paul S. Schwartz
 Harvey & Jackie Segal
 Alberto & Cynthia Sevilla
 Karen Shankman
 David Shapiro
 Anore Shaw
 Frances Singer
 Robert & Catherine Skapura
 Christopher Slattery
 Archie & Geraldine Smith
 Brian Smith
 Dan & Marilyn Smith
 Gunvor Sommerhaug
 Marina Studer
 Gary and Sharon Takahashi
 Michael & Masako Takiguchi
 Dr. Mitchell & Karen Tarkoff
 Gary Taylor
 Mary Terjeson
 Ronald & Donna Topping
 Roger Troxell
 David Tsubota
 Charlotte Tyger
 Sheila Valorose
 Maureen Wallace
 Donna Walton
 Franz & Sarah Wassermann
 Minette Wong
 Barbara Woodburn
 Kelley Yanes
 Jane Yohoyama
 Phyllis Yost
 Daniel & Sandra Zeising

Crisis Line Volunteers

200+ Hours in 2009

Susan Alonso*
 Joe Bentz
 Chris Brown
 Carol Haig
 Carol Isbell
 Sandy Waterman
 Kevin Williams*

150+ Hours in 2009

Brooks Anderson
 Audrey Bramhall*
 Tim Brennan
 Christine Bronsten
 Diana Cournoyer
 Kathleen Creel
 Cathie Dawsons
 Bonnie Dooms
 Jane Emanuel*
 Laura Escobar
 Kevin Hickman
 Allison Johnstone
 Ben Jones
 Reina Killen
 Laurie Kozisek
 Joe Macaluso
 Suzanne Peterson*
 Ron Potts
 Robyn Romanucci
 Phyllis Sheller*
 Ana Von Krusze

100+ Hours in 2009

Alan Friedman
 Ann Khadalia*
 Ellen Platt
 Deborah Sanford
 Joan Schwartz
 Jen Villafane

* Also a grief counselor



Volunteer Hours

Total Hours	24,290
Crisis Lines	7,998
Grief Counseling	7,554
Leftovers Thrift Shop	7,468
Board/Other	1,270

Thank You!

We appreciate the support of all our donors who help make our life-affirming services possible. Unfortunately, space limitations prevent us from listing donations under \$50 in our annual report.

Donate Online

You can make safe, secure donations to the Contra Costa Crisis Center online. Go to www.crisis-center.org.

Corrections

Every effort is made to ensure the accuracy of donor listings. If we've misspelled or omitted your name, please notify Kristen Gauché, our development director, at 925.939.1916 x 134.



*P.O. Box 3364
Walnut Creek, CA 94598
Office: 925.939.1916
Fax: 925.939.1933*

ADDRESS SERVICE REQUESTED

Nonprofit
U.S. Postage
PAID
Concord, CA
Permit No. 745

Executive Director's Message

John Bateson



It probably doesn't surprise anyone that 2009 was a busy year for us. In addition to the thousands of people we counseled who were abused, depressed, grieving, suicidal, or mentally ill, we counseled an even larger number of people who wanted to work but couldn't find a job, who needed medical care but lacked health insurance, who had homes or apartments but lost them in foreclosures, and who once had nest eggs but now had nothing.

Despite a down economy, more individuals chose to donate to the Crisis Center more generously than ever. Our annual gala set records for attendance, sponsorships, and total proceeds. Our year-end mail appeal was the most successful yet. Our Leftovers Thrift Shop continued to thrive—not so surprising in a recession, perhaps, but it resulted in even more funding for our work.

In 2009, United Way of the Bay Area increased its already generous support. We received new, substantial grants from Kaiser Permanente, Chevron Corporation, the J.M. Long and Thomas J. Long foundations, and the San Francisco Foundation. In addition, First 5 Contra Costa continued to provide significant support, as did the John Muir/Mt. Diablo Community Health Fund.

For the first time we received Mental Health Services Act funding. In addition, our first-ever SAMHSA grant was renewed (SAMHSA is the federal Substance Abuse and Mental Health Services Administration). Beyond that, we maintained funding from local city and county governments—no small feat considering the enormous budget pressures that government agencies face.

This increased support, coinciding with increased demand for our services, enabled us to

hire additional staff and train additional volunteers. Many of the people who joined our team in 2009 as crisis line counselors, grief counselors, and 211 specialists are multilingual and multicultural, enhancing our ability to meet the needs of diverse populations.

Our motto is simple. With help comes hope. With hope, one's problems begin to seem fixable and thoughts of despair start to fade. There's a future to look forward to, a future that might not seem quite as scary or as uncertain as it once did.

If you receive this report, it means you're part of our work. Your support enabled us to provide help and hope to thousands of local people in 2009.

Thank you for choosing to make a difference in the lives of others. Thank you, in advance, for continuing your support in 2010. We can't do what we do without you. ■

Web Sites

*www.crisis-center.org
www.211database.org
www.211contracosta.org*

24-Hour Numbers

*Crisis/Suicide: 800.833.2900
Crisis/Suicide: 800.273.TALK
Crisis/Suicide: 800.SUICIDE
Crisis/Suicidio: 888.SUICIDA
Grief: 800.837.1818
Homeless: 800.808.6444
Youth Crisis: 800.863.7600
Child Abuse: 877.881.1116
Elder Abuse: 877.839.4347
Information & Referral: 211
TTD/TTY: 925.938.0725*

Our mission is to keep people ALIVE and SAFE, help them through crises, and connect them with culturally relevant resources in the community. We have five core values:

- **Compassion:** We're driven by a desire to alleviate the emotional pain, distress, and needs of our clients.
- **Integrity:** We respect and honor our colleagues and clients through trustworthy actions.
- **Inclusion:** We affirm the value of differing perspectives and are committed to representation from—and service to—all members of our diverse community.
- **Accessibility:** We believe that people in need should be able to get help 24-7.
- **Collaboration:** We're committed to developing strong, lasting partnerships with community members to achieve common goals.