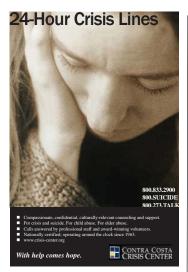
Annual Report





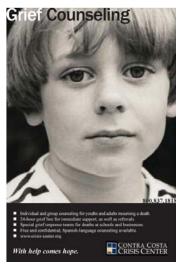
Grief Counseling

In 2012 we provided individual and group grief counseling to 615 people, including 75 youth and 540 adults. Our grief response teams went to mutiple schools and businesses following the death of a student or adult. Our 24-hour grief line provided support and information to 2,549 callers.



24-Hour Crisis Lines |

In 2012 we answered 28,111 calls on our 24-hour crisis lines. 4,213 callers were at risk of suicide, including 1,106 at medium risk and 1,056 at high risk. We also handled 4,848 child abuse calls and 1,147 elder abuse calls. Our callers represent a vast diversity of populations.



Youth Services

In 2012 our 24-hour youth crisis line provided a safe place for students to call and report weapons on campus, another students's suicidal remarks, bullying, cutting, gang activity, and other dangerous behavior, which we work to prevent. We also conducted classrom and community presentations on violence prevention.



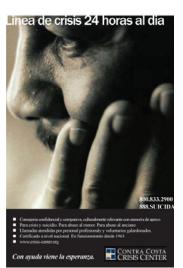
With help connes hope.

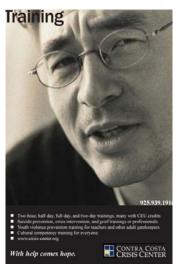
Finances

In 2012 revenues totaled \$2,000,820 and expenses \$2,025,065. The net decrease in assets was \$10,032. In addition, our endowment grew 16% to \$227,219. Direct services comprised 88% of our expenses with fundraising 6% and administration 6%. Our FY 2011-12 auditor found no reportable conditions and no instances of noncompliance.

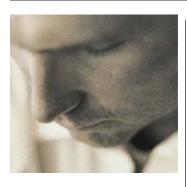
211 I nfo & Referral

In 2012 we answered 39,433 calls to 211. More than 50% of calls were for food, shelter, health care, or utility assistance. In addition, 21,040 people used our 211 database every month, and 35,310 bilingual resource guides excerpted from the database were downloaded.









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Executive Director's Message

Rhonda James



the summer of 2012, following two very tough acts; a scenario that could have been difficult. Instead I found solid footing for the work ahead. After 16-years of dedicated and expert service by previous Executive Director, John Bateson, and many crucial months of transitional leadership of Interim Executive Director Cory Pohley, I am delighted to have joined staff

What a year! As we rounded

service, the Contra Costa Crisis

I joined the Crisis Center in

Center navigated tremendous

out 2012, our 49th year of

change.

Our services are solidly in place and our financial picture is stable. The staff and Board are moving forward with energy and excitement and I'll continue to share our news

and Board as we steward the

Crisis Center into our golden

anniversary year.

and progress with you in our upcoming Candle Newsletters each quarter.

But this year...in 2012, in addition to maintaining all existing crisis response, suicide intervention, and bereavement services, the Crisis Center added a number of enhancements. Specifically, we added on-line social support via crisis chat services - a service used predominantly by teens and young adults who are not comfortable seeking telephone crisis support and certainly not comfortable with face to face services. The Crisis Center also joined the Veteran Subnetwork "VSN" of Lifeline, as one of six nation-wide call centers invited to manage the overflow of crisis and suicide intervention calls going into that line from veterans across the country. Our Grief Counseling program steadily and expertly provided support and bereavement group

and individual counseling to hundreds of grieving children and adults. Our 2-1-1 Information & Referral program assisted a record 38,000 callers in need.

While staff and volunteers of the Crisis Center are extremely happy to report a record volume of services during this transitional year, we are especially proud of the quality of our service delivery and the countless ways we helped make a difference in the lives of those who reached out to us.

On behalf of the Crisis Center, we dedicate our 2012 annual report and all the exciting work it represents to those of you who have always believed in and supported us with your generous donations and contribution of your time. Thank you, thank you. And, please be sure to stay in touch during our 50th anniversary year. Our changes continue!

Web Sites

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

24-Hour Numbers
Information & Referral
211

Crisis/Suicide 800.833.2900 800-273-8255 800.273.TALK 800-784-2433 800.SUICIDE

Crisis CHAT (click on CHAT icon)

Grief 800.837.1818

Homeless 800,808,6444 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:

- <u>Compassion</u>: We're driven by a desire to alleviate the emotional pain, distress, and needs of our clients.
- Integrity: We respect and honor our clients and colleagues through trustworthy actions.
- <u>Inclusion</u>: 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.
- <u>Collaboration</u>: We're committed to developing strong, lasting partnerships with community members to achieve common goals.