

2012

Annual Report



CONTRA COSTA
CRISIS CENTER

24-Hour Crisis Lines

800.833.2900
800.SUICIDE
800.273.TALK

- Compassionate, confidential, culturally-relevant counseling and support.
- For crisis and suicide. For child abuse. For elder abuse.
- Calls answered by professional staff and award-winning volunteers.
- Nationally certified, operating around the clock since 1963.
- www.crisis-center.org

With help comes hope.

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.

211

La ayuda comienza aquí en Contra Costa County

- Línea nacional gratuita de tres dígitos para pedir ayuda e información.
- Llamadas atendidas en varios idiomas por personal capacitado en información de recursos.
- Personas con vulnerabilidades como servicios locales inmediatamente y después de un desastre.
- Completos y actualizada base de datos de recursos en línea.
- www.211database.org

Con ayuda viene la esperanza.

211 Info & 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.

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 multiple schools and businesses following the death of a student or adult. Our 24-hour grief line provided support and information to 2,549 callers.

Grief Counseling

800.833.2900

- Individual and group counseling for youths and adults mourning a death.
- 24-hour grief line for immediate support, as well as referrals.
- Special grief response teams for deaths at schools and businesses.
- Free and confidential, Spanish-language counseling available.
- www.crisis-center.org

With help comes hope.

With help comes hope.

800.833.2900
888.SUICIDE

- Compañía confidencial y compasiva, culturalmente relevante con licencia de apoyo.
- Para crisis y suicidio. Para abuso al menor. Para abuso al anciano.
- Llamadas atendidas por personal profesional y voluntarios capacitados.
- Certificados a nivel nacional. En funcionamiento desde 1963.
- www.crisis-center.org

Con ayuda viene la esperanza.

Linea de crisis 24 horas al día

800.833.2900
888.SUICIDE

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- Para crisis y suicidio. Para abuso al menor. Para abuso al anciano.
- Llamadas atendidas por personal profesional y voluntarios capacitados.
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- www.crisis-center.org

Con ayuda viene la esperanza.

Youth Services

800.863.7600

- Have issues? The Crisis Center can be your friend.
- 24-hour line for youths who need a safe place to call.
- Classroom presentations on suicide, bullying, cyber-bullying, and cutting.
- Community presentations for adults on youth violence prevention.
- More information on Facebook.

With help comes hope.

Youth Services

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

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.

Training

925.939.1910

- Two-hour, half-day, full-day, and two-day trainings, many with CEU credits.
- Suicide prevention, crisis intervention, and grief trainings for professionals.
- Youth violence prevention training for teachers and other adult gatekeepers.
- Cultural competency training for everyone.
- www.crisis-center.org

With help comes hope.



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*Beacons of
Light*

*Donations of \$100+ in 2012**

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United Way of the Bay Area
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CRISIS CENTER

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Executive Director's Message

Rhonda James



What a year! As we rounded out 2012, our 49th year of service, the Contra Costa Crisis Center navigated tremendous change.

I joined the Crisis Center in 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 and Board as we steward the Crisis Center into our golden anniversary year.

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 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:

- **Compassion:** 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.
- **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.