GROWING TO REACH OUR COMMUNITY

ANNUAL REPORT 2018
Dear Supporters,

2018 marked one of the busiest in the history of the Crisis Center. As you know, there were a number of high-profile suicides last year and sexual assault remained a constant issue in the media. This was hard and heartbreaking- and it also emphasized the need for the services that the Crisis Center provides every single minute of every single day.

We grew our programs due to another issue we hear about too often- opioid addiction. In May, we opened the Recovery Resource Center in Cooper Green Mercy Health Services building. This program is a bridge for those seeking recovery from substance abuse to the appropriate placement based on their individual needs. Over 600 people sought help through this program in the eight months of being open in 2018.

We also took a thoughtful look at our Kids Help Line and Teen Link programs. Thanks to youth in our service area, we received feedback about how to improve the programs and reach more young people. The two programs became one! Now known as UTalk, this program provides an outlet for youth of all ages to text, chat on-line, or call one of our trained crisis counselors.

We ended our year with a powerful speech by Birmingham’s Mayor, Randall Woodfin, at the Crisis Center Holiday Breakfast sponsored by Protective Life and the Protective Life Foundation. The speech and the event focused on the power of partnership and collaboration.

All of the programs described in this letter only happened because of collaboration. Thank you to each of you that have been a vital part of helping us help others.

In all we do, we are here to hear, help, and heal those struggling in our community- and we look forward challenging the process to grow even stronger in the New Year.

#watchusgrow

MEG MCGLAMERY
CRISIS CENTER EXECUTIVE DIRECTOR
CRISIS INTERVENTION & PREVENTION

Who are our callers? Most of those who call us live in Jefferson County, and are between the ages of 19-59.

MORE LIVES SAVED, MORE HEARTS HEALING.

We’ve seen a trend - a rise of calls on our Crisis & Suicide Line means more individuals are reaching out for help - and getting it!
ASIST TRAINING

Applied Suicide Intervention Skills Training can help save lives.

While the Crisis Center provides crisis intervention through our hotline, we also focus efforts on how we can keep individuals safe in our community through other intervention and prevention efforts. One of our most exciting new prevention education classes is ASIST, which stands for Applied Suicide Intervention Skills Training.

Very often, it is in our day to day lives that we encounter someone experiencing suicidal thoughts or feelings. Sometimes, those individuals may be very close to carrying out a plan. ASIST equips us to help those who are struggling with suicide feel heard and find safety until the immediate threat of suicide has passed. We graduated nearly 75 people from ASIST in 2018.

Suicide prevention is a big focus of the Crisis & Suicide Line Program.

Prevention ed presentations were given to 5,196 individuals in Central Alabama schools.
Reimagining how we connect with Central Alabama’s youth.

With the advent of ever changing technology, young people are continually growing and changing, even leading the way. With that, their sense of identity also continually evolves, challenging agencies like ours who want to support them to catch up!

Our Coordinator of Youth Services witnessed this first-hand as she visited classrooms, presenting curriculum on Bullying, Cyber-bullying, Healthy Relationships, Stress Management, Anger Management, Suicide Prevention and Bystander Intervention. She realized she had a great resource within these classrooms, and so she set out on a mission to find the best way to reach them by going straight to the source.

She set up committees of teens and kids and asked them, what do you want from a helpline? What should it be called? What would make you feel supported? She knew that empowering them by giving them a voice would build trust, and would help us better understand what our community’s youth truly needs.

It was through this dialogue that UTalk was born. While UTalk is a continuation of what we already did through Kids Help Line & Teen Link, we feel this fresh take on the service with the input of those it serves will help us even better reach young people in the community.

UTalk provides text and phone crisis counseling seven days a week, as well as presentations in area schools to help prevent the behaviors that leave young persons vulnerable to mental health issues, interpersonal violence and suicide.

We presented our prevention ed curriculum to 917 young people in our community in 2018.
Reimagining how we connect with Central Alabama’s youth.

TRACKING CALL VOLUME ON OUR HELPLINE

Since including a text platform as a means of reaching our helpline for kids and teens, we’ve seen call volume increase dramatically!

This year, we had a total of 578 calls/texts/chats from our community’s youth. That’s more than double the volume of 2016.
Battling loneliness, building confidence.

Our Senior Talk Line program helps to break the cycle of isolation by providing a connection to the outside world for those who are home-bound and alone.

A minimum of three to four calls made per week to elderly clientele who may otherwise lack a significant support system in family or friends.

This service is also available to caregivers of seniors, who often experience feelings of isolation and loneliness as an effect of their caregiving.

In 2018, 219 seniors were served through the Senior Talk Line.

Volunteers made 10,747 calls to our STL clients.

SANTA FOR SENIORS, OUR ANNUAL WINTER HEART-WARMER!

77 received gifts through Santa for Seniors

Santa For Seniors is a wonderful answer to loneliness in the thick of the holiday season. Each December, we deliver gifts to those who are home-bound and may not have family or loved ones to visit them.

One of our volunteers who delivered gifts said: I loved getting to see the pure joy on the recipients' faces. One woman opened the door and hugged my neck immediately! She and her sister were weeping as these were the only Christmas presents they received.
RAPE RESPONSE

Empowering survivors through advocacy and emotional support.

This program offers crisis intervention for survivors of sexual violence through advocacy and emotional support at our Sexual Assault Nurse Examiner Facility as well as at One Place Metro Family Justice Center and area emergency rooms.

Continual support is provided for survivors through court and legal proceedings, assistance in filing for Alabama Crime Victims Compensation and individual and group counseling for survivors and their family members.

This year, we added support groups to help us better serve the diversity of survivors. Additionally, we provided prevention education programs to area schools to empower young people to make choices that make our community safer.
Evidence collection and medical advocacy bring healing.

Sexual Assault Nurse Examiners, or SANEs, provide a unique service to individuals who’ve experienced sexual violence. They are able to collect evidence following a sexual assault through their specialized training and the use of forensic technology at our SANE clinic.

Additionally, our SANEs are able to provide medical advocacy to survivors, including prophylactic care against sexually transmitted infections that may have been encountered during an assault.

**383 SANE clients by age**

**383 SANE clients divided by gender**

*SANE saw our busiest December on record, providing evidence collection and/or medical advocacy for 37 clients in that month alone.*
PIPER PLACE

Improving quality of life and improving mental health outcomes.

It is the mission of the Mental Health Association to assist consumers who have a diagnosis of a serious mental illness with improving their quality of life and help to achieve their desired mental and behavioral health outcomes.

We do this through a rehabilitative day program offered 5 days a week to qualifying individuals who desire to get more out of their recovery. Each consumer participates in an individualized rehabilitative program in accordance with his or her personal needs, goals, and level of ability. Consumer satisfaction is a primary indicator of quality services.

Our two Piper Place locations had a total of 426 mental health consumers attend our programs in 2018.

Representative Payee Program

There are members of our community's population, many of who are diagnosed with serious mental illness, who are unable to manage or direct someone else to manage their finances.

Our Representative Payee program assists recipients of Supplemental Security Income (SSI) benefits with money management. The Crisis Center also takes an active role in the beneficiary's lives in order to best meet their needs, all at no cost to the payee.

The Crisis Center provided Representative Payee services to 254 individuals in 2018.
RECOVERY RESOURCE CENTER

A new way to respond to the crisis of addiction.

2019 was a big year for the Crisis Center. We formed the Recovery Resource Center, a new, collaborative initiative created in response to the difficult and confusing substance abuse treatment system that is currently available in our community. Our main goal is simplifying that process by providing a central point of information as well as staff and volunteers who are equipped with the expertise and experience necessary to answer questions, initiate the treatment process, and make referrals as needed.

*Our services include:

Assessment: The state-approved American Society of Addiction Medicine (ASAM) substance abuse placement assessment can be conducted to identify the appropriate level of care needed and begin the discussion about referrals.

Referral: Based on results from the assessment, community resources will be discussed to meet the individual’s treatment needs. This discussion takes into consideration various factors, such as what type of insurance the individual has (or lack of insurance), as well as specific characteristics such as gender, veteran status, place of residence, and drug of choice.

Information: Through an in-house consultation, we provide general information about addiction and recovery, as well as information specific to each treatment provider and/or type of treatment.

We officially opened the RRC’s doors in June of 2018 and saw an overwhelming response from our community.

* From the Recovery Resource Center’s website, https://recoveryresourcejeffco.com/
RECOVERY RESOURCE CENTER

Changing the way we respond to the crisis of addiction.

CLIENTS BY GENDER

We helped 600 individuals - approximately twice the projected number of clients in our first calendar year.

The majority were between 19 and 59 years of age.

We received 715 calls on the Recovery Crisis Line between its July launch and December of 2018.

CLIENTS BY AGE

19-59 96%

60+ 4%

Younger than 18 1%
SUPPORT GROUPS

Empowerment through empathy-based dialogue.

SURVIVORS OF SUICIDE LOSS (S.O.S.)
This group setting for those who have lost a loved one to suicide, allows individuals to openly express feelings associated with death by suicide.

Issues unique to suicide survivors are discussed and explored within this group which is facilitated by professionals.

Open, non-judgmental atmosphere of support without the unfortunate stigma often associated with suicide. Our Survivors of Suicide Loss support group gained 24 new members this year.

SURVIVORS OF SEXUAL VIOLENCE
Safe and confidential setting for survivors to share their feelings and thoughts with others who have experienced similar trauma.

Group members learn positive coping skills from each other in order to move into the role of "survivors" rather than "victims."

Each survivor who participates in the group meetings receives both practical and emotional support regarding their sexual assault, as well as a realization that the assault was not their fault and that their reactions to the assault are normal.

This group met a total of 14 times in 2018 and had seven participants.

SURVIVORS OF SEXUAL VIOLENCE - ALL GENDERS
In proud partnership with the Magic City Acceptance Center, we provided an all-genders support group for survivors of sexual violence to better serve the LGBTQ community, a particularly vulnerable population. We had 28 participants in this group in 2018.
The Crisis Center held events this year, including our Junior Board’s annual Bocce Bash to raise funds for the Michael K. Falligant scholarship, Voices United, a fundraising event focused on providing funding for our SANE program, the Just A Call Away 5K and the annual Holiday Breakfast held at Protective Life where Birmingham’s Mayor Randall Woodfin gave a moving call to action.

These events generated revenue for the Crisis Center, bringing the possibility of healing to so many in our community. Additionally, these events are a great opportunity for our supporters to come together for a cause for which they feel so much passion. We are so grateful for all those who support the callers, clients and consumers of the Crisis Center with your financial gifts and your time. You are heroes!
Mary Sue Baldwin
David Bernard, M.D., President
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Robert Crenshaw
Caroline Fuerniss
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Alexandria Parrish, Emeritus
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