



Crisis Center 2017 Annual Report

- Crisis Prevention & Intervention
- Sexual Assault Support Services
- Mental Health Support Services
- Prevention Education
- Support Groups

**"The thought of hope is the
seed to healing."**

~ Shilpa Menon

MISSION + VISION

Our mission is to serve the unmet needs of people experiencing personal crisis or mental health issues and respond with services that promote coping, emotional health and well-being.

Our vision is to improve the lives of people.

We believe we can can accomplish these things through our core values: Compassionate Care, Unconditional Positive Regard, Individual Dignity and Respect, and Complete Confidentiality.

CRISIS PREVENTION & INTERVENTION: **CRISIS & SUICIDE LINE**

21,805 CALLS LOGGED

- Crisis and Suicide Line telephones are staffed 24 hours, every day of the year to provide immediate crisis intervention for people experiencing a wide variety of problems.
- Crisis and Suicide Line counselors are non-judgmental, active listeners who allow callers to express and process their thoughts and feelings in confidence.

COMMONLY DISCUSSED TOPICS

- Money Problems
- Physical Illness
- Loneliness
- Family Problems
- Substance Abuse
- Grief
- Mental Illness
- Relationship Issues
- Depression
- Anxiety
- Suicidal Thoughts

NEW ON THE CRISIS & SUICIDE LINE

The Crisis Center is a member of the National Suicide Prevention Lifeline. In January of 2017, we launched a chat platform to provide counseling via online chat through the website www.suicidepreventionlifeline.org.

CRISIS PREVENTION & INTERVENTION: **SENIOR TALK LINE**

10,817 CALLS LOGGED



- Helps to break the cycle of isolation.
- 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.
- Available to caregivers of seniors as well.

CRISIS PREVENTION & INTERVENTION: KIDS HELP LINE & TEEN LINK

According to the CDC, suicide is the **second leading cause of death** for those aged of 10 - 24. Our two youth-focused hotlines provide a safe, non-threatening way to reach out for help.

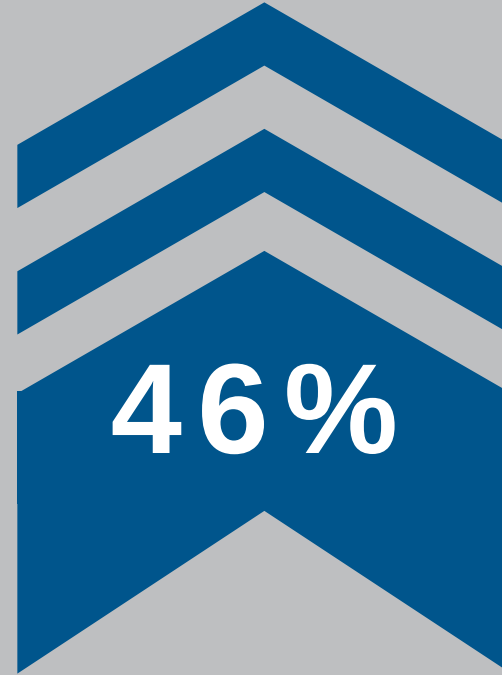
Common Kids Help Line counseling subjects:

- School Problems
- Peer Pressure
- Sad Things
- Pets
- Bullies
- Friends
- Scary Things
- Hobbies

Common Teen Link counseling subjects:

- Dating
- Friends
- Relationships
- Family
- Drugs
- Alcohol
- Sex
- Depression
- Self-Image
- Anger
- School
- Violence
- Loneliness
- Suicide
- Health Issues
- Divorce
- Pregnancy
- Parents

NO SUBJECT IS OFF LIMITS!



HOW
WE'RE
MEETING
PEOPLE
WHERE
THEY
ARE:

Today's young people communicate largely via text, and we believe in giving people a channel to communicate where they feel most safe. In January of 2017, we launched our text program on Kids Help Line and Teen Link to provide counseling via text. This resulted in a 46% increase in counseling sessions with kids and teens.

CRISIS PREVENTION & INTERVENTION: PREVENTION EDUCATION

12,038 individuals reached.

In addition to phone counseling services, Crisis Line staff also provide educational outreach to young people in schools and youth organizations throughout our service area on suicide prevention.

Crisis & Suicide Line Program

Lifelines/QPR/ASIST - **5480** individuals aged 6th Grade - Adulthood

Kids Help Line + Teen Link -

Wise Owl Bully Stopper/Bully Proof Kit/Cyber Bullying - **1,807** individuals aged K - 8th Grade

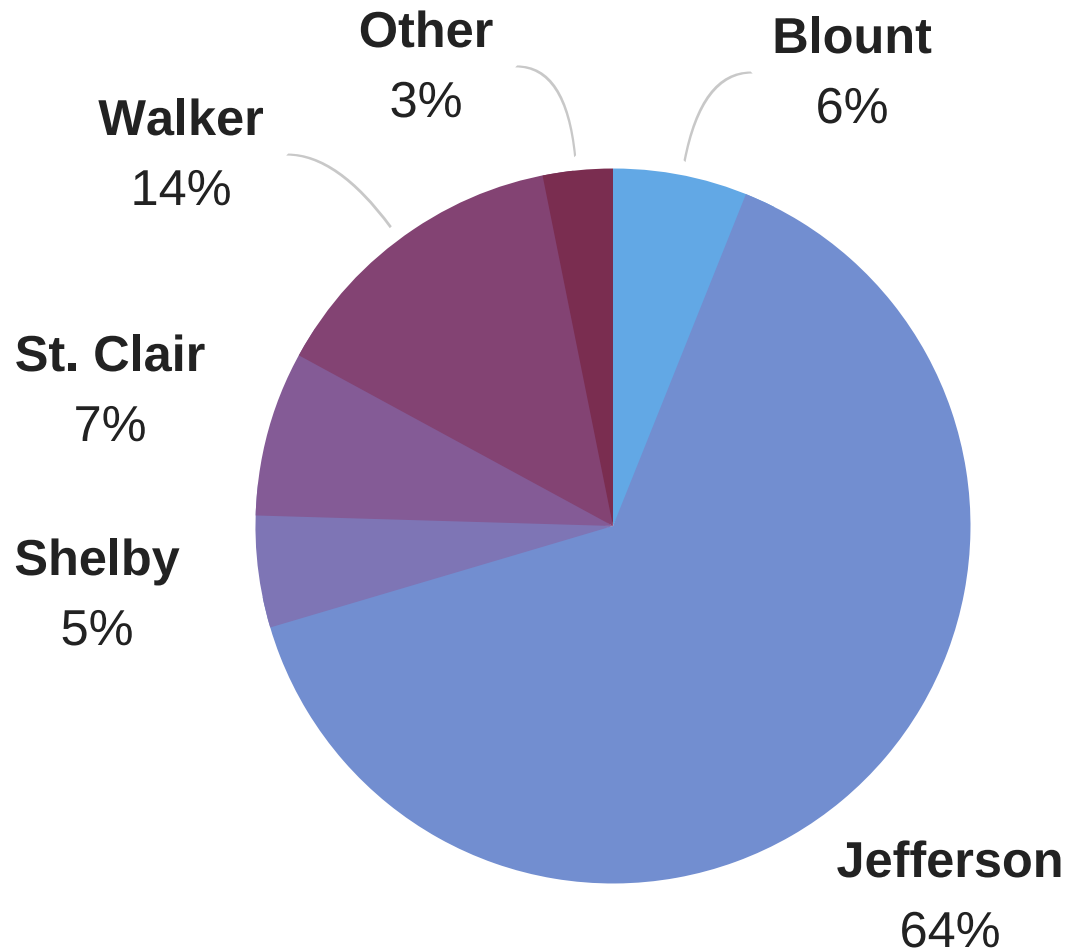
Rape Response -

Safe Dates - **4751** individuals aged 6th - 9th Grade



MAKING THE FUTURE SAFER

Education & Outreach: Anti Bullying and Cyber Bullying, Bystander Intervention, Suicide Prevention, and Safe Relationships



Represents 12,038 students aged 6 years through adult by county.

SEXUAL ASSAULT SUPPORT SERVICES: RAPE RESPONSE

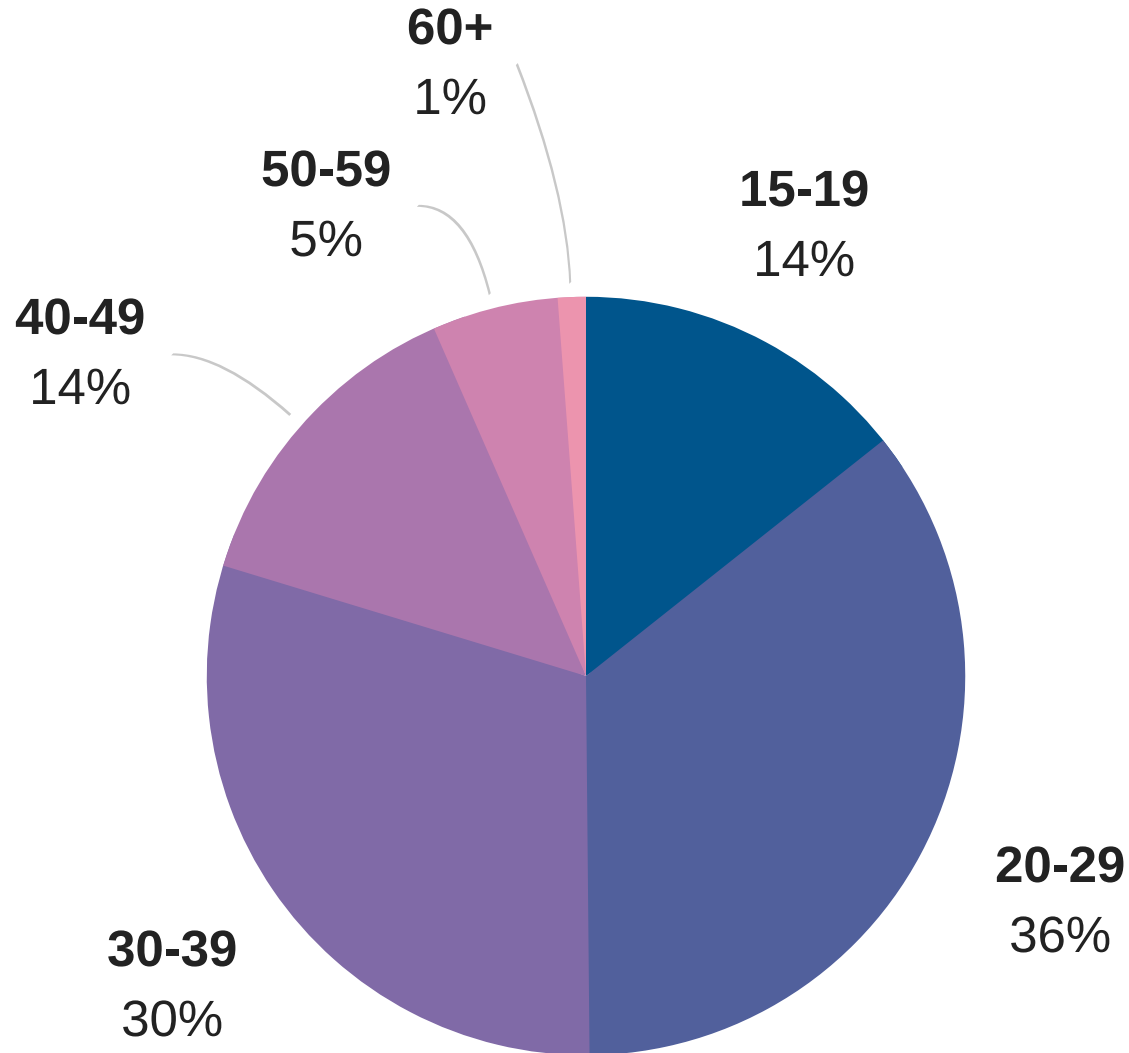
1701 INDIVIDUALS SERVED

- Offers crisis intervention for survivors of sexual violence through advocacy at our Sexual Assault Nurse Examiner Facility as well as 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.
- Assisted **1269** people on the Rape Response hotline.
- **99** people were served through our counseling and legal advocacy services.



SEXUAL ASSAULT SUPPORT SERVICES: **S.A.N.E.**

333 RECEIVED SEXUAL ASSAULT NURSE EXAMINER SERVICES



This reflects 333 individuals served by this program by age.

MENTAL HEALTH SUPPORT SERVICES: **PIPER PLACE**



Rehabilitative Day Treatment

Monday-Friday, 8:30 AM - 4 PM

- Mental health consumers participate in a range of activities to assist in their psycho-social recovery.
- We work to improve our consumers' quality of life and help to achieve their desired mental and behavioral health outcomes
- Piper Place is a certified mental health program provided through the AL Department of Mental Health. Locations include Piper Place McCoy in Birmingham, Piper Place West in Bessemer, and Piper Place Blount in Oneonta.
- We had **277** consumers enrolled in 2017.

Representative Payee Program

- A Representative Payee is appointed and regulated by the Social Security Administration to receive Social Security and/or SSI benefits for individuals who cannot manage or direct someone else to manage his or her money.
- In 2017, 276 payees were served by the Crisis Center's Representative Payee Program.

Two mental health consumers from Piper Place meeting Indy Race Car driver Graham Rahal.

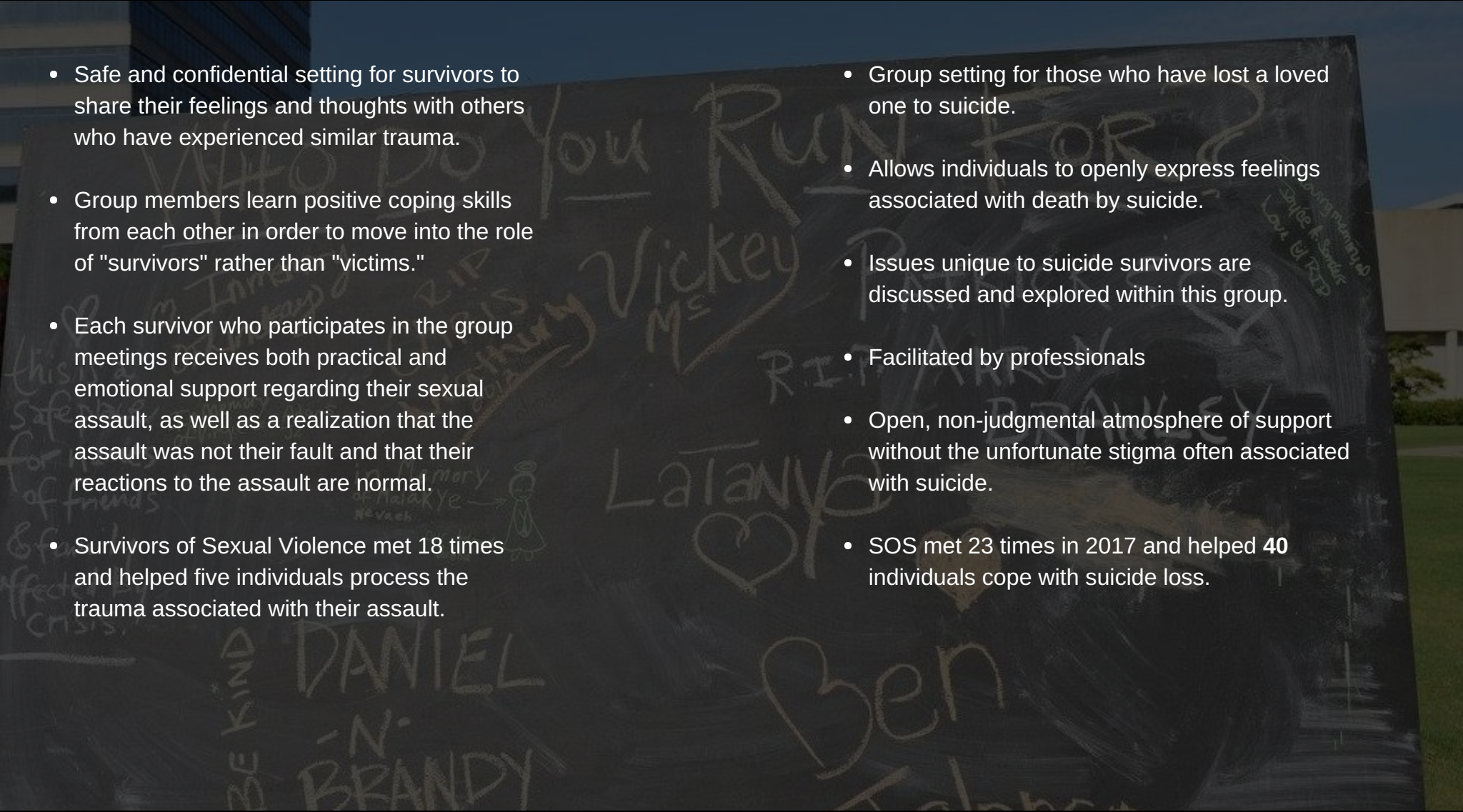
SUPPORT GROUPS

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.
- Survivors of Sexual Violence met 18 times and helped five individuals process the trauma associated with their assault.

Survivors of Suicide Loss (S.O.S.)

- 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.
- Facilitated by professionals
- Open, non-judgmental atmosphere of support without the unfortunate stigma often associated with suicide.
- SOS met 23 times in 2017 and helped **40** individuals cope with suicide loss.



OUR FUNDING

"Alone we can do so little.
Together we can do so much. "

~ Helen Keller

INCOME	\$ 3,270,841
OPERATING EXPENSES	\$ 3,147,933
UNITED WAY ALLOCATION	\$ 817,441
GRANTS	\$ 463,279
CRIME VICTIMS	\$ 202,892
FEE FOR SERVICE	\$ 1,528,276
FUNDRAISING & CONTRIBUTIONS	\$ 233,159





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