

2013

Annual Report




CONTRA COSTA
CRISIS CENTER

With
help
comes
hope.

Grief Counseling


In 2013 we provided individual and group grief counseling to 473 people, including 45 youth and 428 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 3,282 callers.

211



La ayuda comienza aquí en Contra Costa County

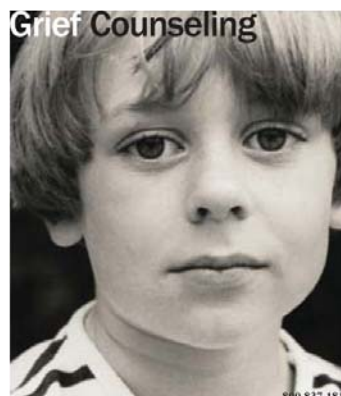
- Línea nacional gratuita de tres dígitos, para pedir ayuda e información.
- Llamadas atendidas en varios idiomas por personal capacitado en información de recursos.
- Personas con discapacidades con servicios locales documentados y después de sus desastres.
- Completa y actualizada base de datos de recursos en línea.
- www.211database.org

Con ayuda viene la esperanza. 

24-Hour Crisis Lines


In 2013 we answered 19,343 calls on our 24-hour crisis lines of which 5,396 were Veterans. 3,156 callers were at risk of suicide, and involved 203 police rescues and 2,953 interventions. We also handled 5,400 child abuse calls and 1,561 elder abuse calls. Our callers represent a vast diversity of populations.

Grief Counseling



800.833.2900
800.SUICIDE
800.273.TALK

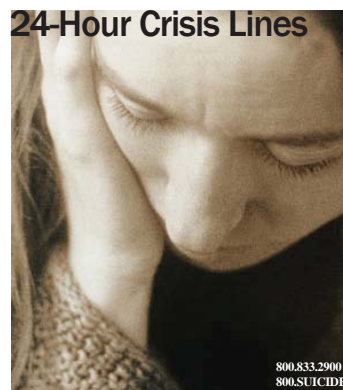
- Individual and group counseling for youths and adults mourning a death.
- 24-hour grief line for immediate support, as well as referrals.
- Special grief response teams for deaths at schools and businesses.
- Free and confidential, Spanish-language counseling available.
- www.crisis-center.org

With help comes hope. 

211 Info & Referral


In 2013 we answered 38,305 calls to 211. More than 50% of calls were for food, shelter, health care, or utility assistance. In addition, 3,394 people used our 211 database every month, and 34,679 bilingual resource guides excerpted from the database were downloaded.

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. 



Hope Matters

 CONTRA COSTA
CRISIS CENTER

Community Outreach

In 2013 we served 9,330 youth and adults with suicide prevention education and post-vention. We distributed nearly 1000 pieces of new marketing materials and trained more than 50 new volunteers. Staff offered multiple community training sessions in ASIST and SafeTALK - LivingWorks curricula.

Finances

In 2013 revenues totaled \$1,595,230 and expenses \$1,634,508. The net decrease in assets was \$15,324. In addition, our endowment grew 12% to \$254,485. Direct services comprised 81% of our expenses with fundraising 10% and administration 9%. Our FY 2012-13 auditor found no reportable conditions and no instances of noncompliance.

Línea de crisis 24 horas al día

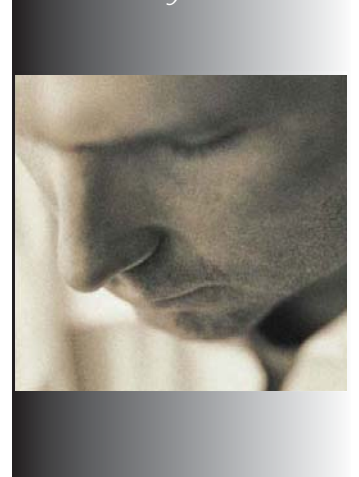


800.833.2900
800.SUICIDE

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

Con ayuda viene la esperanza. 

Community Outreach





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*Donations of \$100+ in 2012**

Visionaries (\$100,000+)

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MHCC
First 5 Contra Costa
San Francisco Suicide
Prevention

Luminaries (\$50,000+)

Contra Costa Health Services
Leftovers Thrift Shop
LivingWorks Education
Susan Alonso
United Way of the Bay Area

Pillars (\$25,000+)

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Crisis Line Specialist



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 listing donations under \$100.



**CONTRA COSTA
CRISIS CENTER**

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

Executive Director's Message

Rhonda James



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*

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While the Contra Costa Crisis Center celebrated 2013, its 50th anniversary year, consistent with every preceding year - by delivering excellent service around the clock to people in need - we are also proud to report a number of less visible but important additional accomplishments.

During 2013 the Crisis Center cross-trained all crisis line and 211 staff and volunteers which widened our coverage and strengthened our Spanish language availability. We doubled our crisis line volunteer training classes. We added a daytime drop-in grief support group

in Central County and a new grief support group in West County which has taken our grief group offerings to a total of 10 each week. We rebuilt our website, updated our materials, developed an internal volunteer database, and remodeled and moved our entire call center to a roomier area of our building. The Crisis Center was honored by the Dean & Margaret Leshner Foundation with a Speakers' Series focus in an evening with Dan Rather in November and we retired our mortgage in December.

Mike Rekasis and Bonnie Glatzer joined our Board of Directors and UC Berkeley gra-

duate students Francesca Delgado and Peri Weisberg joined as Board Fellows.

We are proud of our talented and dedicated staff and are sincerely grateful to our volunteers and supporters for our success of 2013. We look forward to building 2014.

Sincerely,

Rhonda James
Executive Director

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.