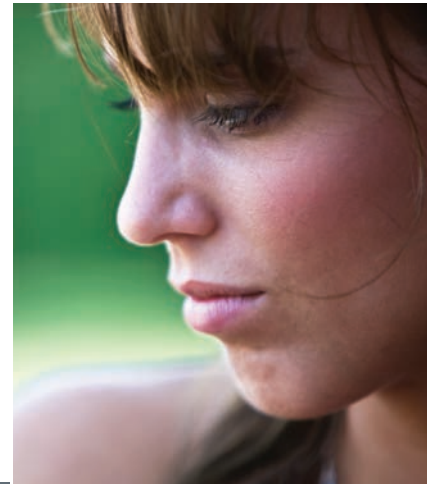




*With*  
**help**  
*comes*  
**hope.**

## 24 hour Crisis Line

In 2014, our volunteers and staff answered 33,426 calls on our 24-hour crisis lines. Veterans made up 8,780 of our callers. 2,814 callers were at risk of suicide, and involved 161 police rescues and 2,653 interventions. Another important element of our crisis line work involved 5,140 child abuse calls and 1,559 elder abuse calls. Our callers represent a vast diversity of populations. Our volunteers dedicated 6,559 hours to the crisis line in 2014.



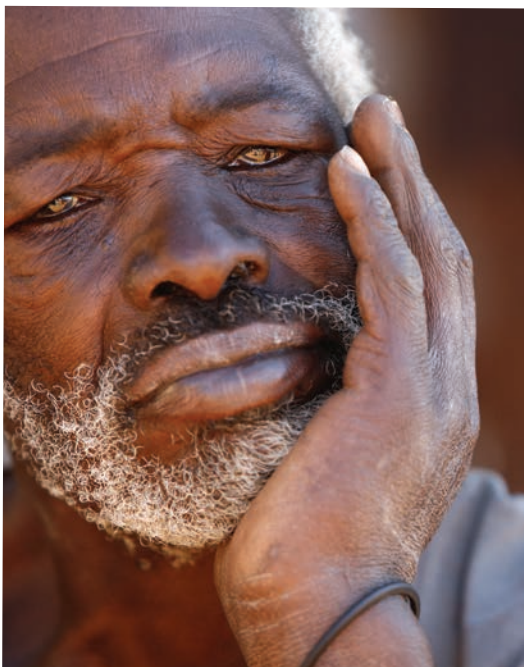
## Grief Counseling

Our grief counseling program is one of the oldest, largest, and most diverse bereavement services in the U.S. Founded in 1973, we provided individual and group grief counseling to 600 youth and adults in 2014. Our grief response teams are a valuable, welcome resource and visit multiple schools and businesses following the death of a student or adult. Our 24-hour grief line provided support and information to 3,025 callers.



## Community Outreach

In 2014, we served almost 1,000 youth and adults with suicide prevention education and postvention. We distributed nearly 6,000 pieces of new marketing materials and trained more than 72 volunteers and interns. Staff offered multiple community training sessions in Applied Suicide Intervention Skills Training (ASIST) and SafeTALK – LivingWorks curricula.



## Homeless Hotline

Our 24-hour homeless hotline is the first point of contact in Contra Costa County's continuum of care for people who are homeless. In 2014, we received 1,079 calls. Through the hotline, homeless individuals and families are referred to shelter, emergency food, job training, health care, mental health counseling, transportation, substance abuse treatment, and other services.



## 211 Info & Referral

In 2014, more than 50% of the calls were for food, shelter, healthcare or utility assistance. We had 55,000 annual (4,583 monthly) users of our 211 database and 2,476 bilingual resource guides, excerpted from the database, were downloaded.



## Executive Director's Message

Dear Friends of the Crisis Center,

The Contra Costa Crisis Center proudly completed another year of amazing service. Our staff and volunteers provided continuous high-quality service to people in need. We are delighted to share a few highlights of our accomplishments in this Annual Report.

During 2014, the Crisis Center trained two full classes of new crisis line and 211 call specialist volunteers and a large class of grief counseling volunteers. We reinitiated our clinical internship training program of Marriage & Family Therapy interns and are pleased to be increasing these numbers in the coming year.

Seasoned Board of Director's member Dr. Andrew Pojman was elected president in June and Linda Del Matto and Margaret (Peg) Toralti were welcomed as members at large.

We successfully completed our multi-year contract as a member of the national subnetwork serving the Veteran's Administration and the Crisis Center partnered with First 5 to develop and launch a Help Me Grow project within our 211 program. Help Me Grow is a statewide initiative utilizing a centralized access line that focuses on the detection of behavioral, learning, or developmental delays or disabilities in young children (0-5), and provides appropriate community resource referrals to link families to existing programs – a perfect extension of our existing services!



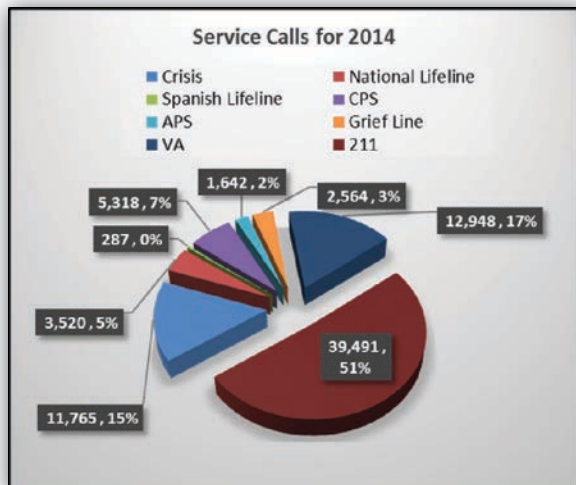
Sincerely,

Rhonda James  
Executive Director

2014 marked the Crisis Center's reaccreditation period with the American Association of Suicidology, the gold seal necessary to remain in good standing as a crisis center. We are thrilled to report that we were successfully reaccredited for another five years.

As always, we thank you for your participation in our success meeting our mission and we thank our volunteers for their tireless work – **more than 6,500 hours total during 2014!**

## Finances





## *Giving Back*

My adult son, who'd been living on his own for a time, came home to visit and ended up staying for eight years. During that time, he struggled with mental health issues. He saw a number of clinicians and while I spent thousands of dollars seeking help, my son didn't get better. Then one day, he had a psychotic break. He stood in the living room, his arms crossed, hearing voices. He said he feared for my safety and that of my husband. We feared for him. At one point I walked into the kitchen, shaking and uncertain of what to do. I saw a flyer for the Crisis Center on the kitchen counter that said, "If you are in crisis, call." I was in crisis. I picked up the phone.

The woman who answered my call walked me through the fear and uncertainty. "Get him in to the ER, now," she said. "Don't wait, just take him." The rest is history... He was seen, through the County, and they worked with him. Today, my son is a productive member of the community. He has a good job, lives on his own and is part of our family.

A few years later, I wanted to do something for the Crisis Center, to say thank you, but I knew I couldn't volunteer on the Crisis Line. One day, a mailer arrived and I placed it on that same kitchen counter. It said the Crisis Center needed board members. So once again, I called and this time I offered to help. I am thrilled to be part of the Crisis Center, to be able to give back as a board member.

I just wish I had found out about the Crisis Center 5 years before, as it could have saved us so much distress. If you or someone you know is struggling with issues that threaten to overwhelm – Reach out, reach out, reach out. Just make that phone call. I feel the Crisis Center saved our lives.



*Peg Toralti*



## *Jane Emanuel*

Recipient Diablo magazine's 2014 Threads of Hope Award, honoring individuals who help strengthen the fabric of the community and a former recipient of Contra Costa Crisis Center's Rosemary Caldwell Award, honoring volunteers whose work serves as a beacon for everyone.

Jane Emanuel started as a hotline volunteer in 1991, the same year the Caldwell Award was established. Her brother was diagnosed with serious mental illness and she wanted to learn more about it. She did just that and to our everlasting gratitude, has worked as a Crisis Line volunteer ever since.

Her dedication does not stop there. In addition to her hotline work, she has facilitated a children's grief support group, become a hotline trainer, an individual grief counselor, serves as a member of the Crisis Center's program and ethics committee and is one of two volunteer representatives of the agency. We were delighted to see her win a 2014 Threads of Hope Award but we weren't a bit surprised. Her unflagging support and enthusiasm inspires us all.



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# CONTRA COSTA CRISIS CENTER

*P.O. Box 3364  
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Permit No. 745

*With*  
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*comes*  
**hope.**

## 24-Hour Numbers

Information & Referral

211Crisis/cide

800.833.2900

800.273.8255

800.273.TALK

800.784.2433

800.SUICIDE

Crisis CHAT

(click on CHAT icon)

Grief

800.837.1818

## Web Sites

[www.crisis-center.org](http://www.crisis-center.org)

[www.211database.org](http://www.211database.org)

[www.211contracosta.org](http://www.211contracosta.org)

Office: 925.939.1916

Fax: 925.939.1933

P.O. Box 3364

Walnut Creek, CA

94598



# CONTRA COSTA CRISIS CENTER

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 through trustworthy actions.
- **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.