

# 2017



CONTRA COSTA  
CRISIS CENTER

*Annual Report*

## *Contra Costa Crisis Center's Message*

*By Shari Nagy (Volunteer)*

2017 was a rewarding year for the Contra Costa Crisis Center, a year in which we continued to fulfill our mission of keeping people alive and safe, helping them through crises, and connecting them with culturally relevant resources in the community. Now more than ever the Crisis Center is a vital presence in Contra Costa County, serving the community in many crucial ways.

The Contra Costa Crisis Center provides multi-lingual 24-hour crisis and suicide hotlines. This year we trained and integrated two more classes of highly trained call center volunteers. In 2017, our deeply committed professional staff, along with our volunteers, responded near 60,000 calls.

In the last few months of 2017 an intensive search was undertaken and on January 3, 2018, we welcomed Tom Tamura as our new Executive



Director. Tom is a dynamic leader. He brings to this role many years of experience as a licensed therapist and administrator providing services to at-risk clients and their families, most recently as regional executive director of the Seneca Family of Agencies.

Under Tom's direction several exciting initiatives are being implemented:

- We have streamlined multiple telephone numbers so that people can now reach our center by dialing **2-1-1** or texting **HOPE** to **20121** to access all available services.

- We are building collaborations with school districts and have distributed over 50,000 stickers with our contact information to affix to the back of student ID cards.
- Our Grief Response Team, consisting of both staff and volunteers, continues to provide invaluable support to schools, businesses and community organizations after an unexpected loss of life.
- We are co-chairing a monthly suicide prevention committee meeting with Contra Costa County Mental Health.
- We are an executive member of **VOAD** (Volunteer Agencies Assisting in Disaster), working closely with the county's Office of Emergency Services in preparing to respond to future disasters.
- We have begun recruiting and training new volunteers to expand our offerings of individual and group grief counseling, including groups that will be conducted in Spanish.

Finally, after five years we are thrilled to be bringing back our annual Gala Event. It will take place on August 25th at The Clubhouse at Boundary Oak. We look forward to seeing many of you there!

Your contributions make so much of our work possible. We are in the business of saving lives and supporting people through the hardest of times, and we are proud to have you as our partners. As the need for our services continues to increase, so does our appreciation of your generosity.

# Beacons of Light

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*We appreciate the support of all our donors who help make our life-affirming services possible.*

*Unfortunately, space limitations prevent us from listing donations under \$100.*



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### Donate Your Car

*Easy process!  
Just call Donate for Charity at 866-392-4483.*

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*Crisis / 211 Specialist*

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*Crisis / 211 Specialist*

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CONTRA COSTA  
CRISIS CENTER

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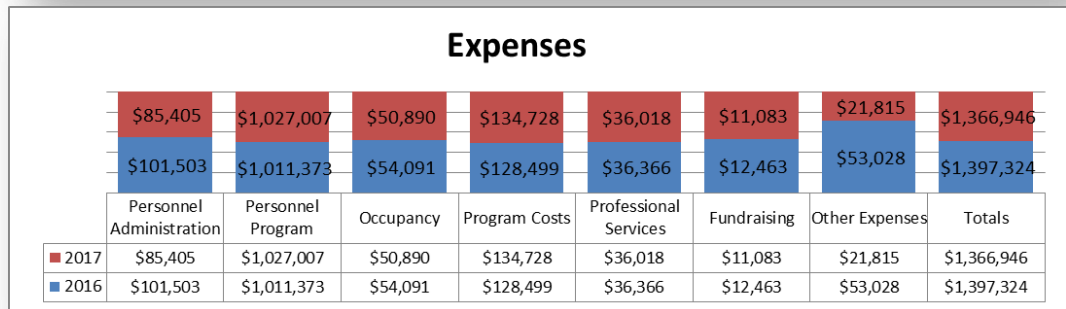
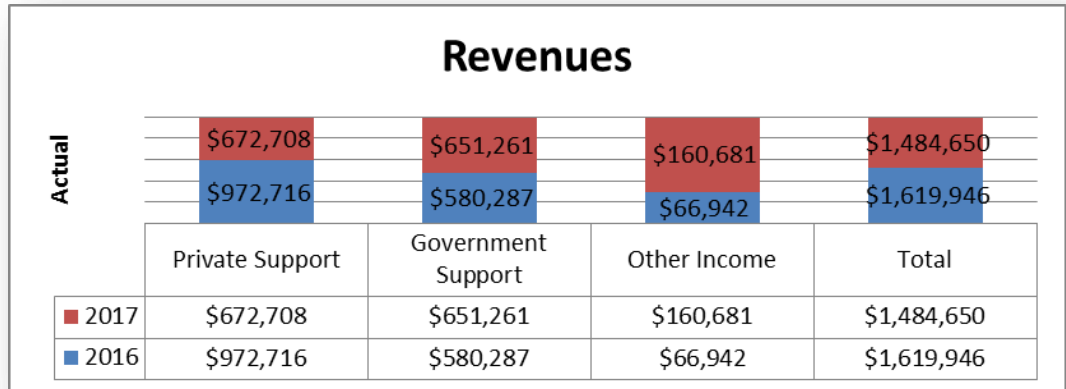
*www.crisis-center.org  
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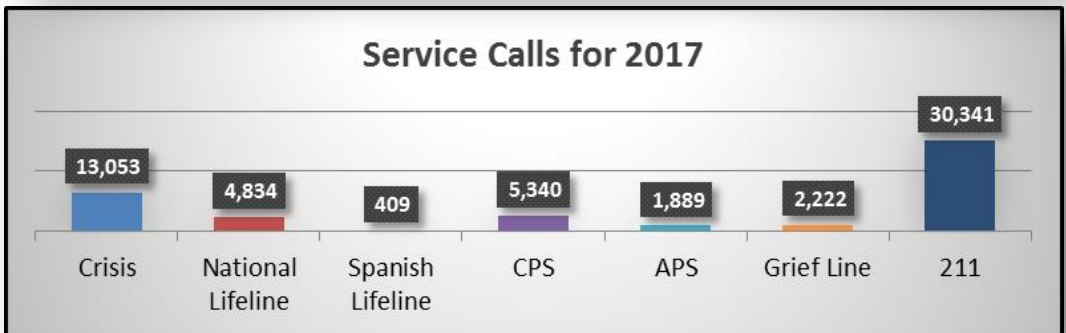
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**Our mission is to keep people ALIVE and SAFE, help them through crises, and connect them with culturally relevant resources in the community.**