

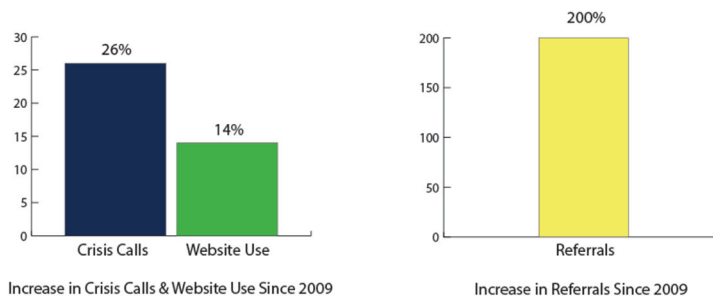
2019



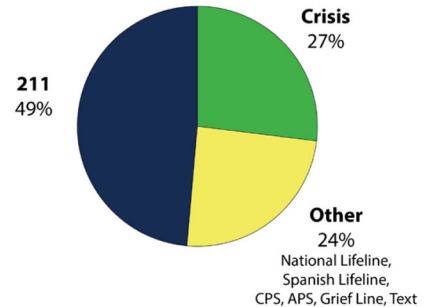
CONTRA COSTA
CRISIS CENTER

Annual Report

Crisis Center Responds to Increasing Need



2019 Call Distribution



For more information on our history and growth, visit our website (<https://www.crisis-center.org/history/>).

Hello, friends and supporters of the Crisis Center,

The Crisis Center has been answering calls and helping people since 1963. The chart above reflects the increased need for our services over the last 10 years and helps to guide us as we plan for the next decade.

This past year was a busy time for us, as we continued to see an increase in activity in all our programs. For example, for the second straight year, our call center received and responded to a record number of callers seeking information and resource referrals, while also supporting more people, both locally and nationally, via our crisis and suicide program.

Additionally, we expanded our grief program to provide grief groups in Spanish, both internally and with partnering agencies in the community. Our reach grew to 200 participants this year.

You may have also heard that our Share the Spirit program, which we administer in partnership with the

Bay Area News Group, received the highest donation total in the history of the program.

Finally, in the midst of the power shutoffs and fires during the summer, our agency was proud to be present at the county's Office of Emergency Services, which allowed our call center to provide up to date information about the status of the evacuations, charging stations and relief efforts.

With all this behind us, we are fully engaged and prepared for this new decade, which will certainly bring many changes to the industry. With your support and our committed group of volunteers, board members and staff, we are excited and ready to be here to support the community and meet their changing needs. Thank you for being a part of our Center family.

*With **help** comes hope.*

Tom

Tom Tamura
Executive Director





CONTRA COSTA
CRISIS CENTER

Beacons of Light

Donors/Funders for 2019

Visionaries (\$100,000+)

Contra Costa Health Services--
Mental Health
Didi Hirsch Mental Health
Services
First 5 Contra Costa
Leftovers Thrift Shop

Luminaries (\$50,000+)

Contra Costa County
Employment and Human
Services
Contra Costa Health Services--
Homeless Program
Contra Costa Health Services
Kaiser Permanente
United Way of the Bay Area

Pillars (\$25,000+)

Chevron Corporation
City of Concord
Contra Costa County Aging and
Adult Services
Dean & Margaret Leshner
Foundation

Guardian Angels (\$10,000+)

Contra Costa County Dept. of
Conservation and Development
Firedoll Foundation
Patrick Lau
Orinda Women's Club
Robert K. and Patricia A. Dahl
Foundation
Donna Warnken-Brill

Lifesavers (\$5,000.00+)

Susan Alonso
Dr. Michael Baker

Stephen and Mira Cairns
City of Antioch
City of Walnut Creek
Andrew and Linda Del Matto
East Bay Independent Insurance
Agents Association
John and Arlene Larson
Michael M. Peacock Foundation
Opus Community Foundation
Michael and Nona Rekasis
Slalom LLC
Twanda Foundation

Humanitarians (\$2,500+)

Mary Ellen Browning Memorial
Trust Fund
CARESTAR Foundation
National Suicide Prevention
Lifeline
Julie Perlman
Charles and Cynthia Petersen
Union Bank

Benefactors (\$1,000+)

Kendall and Tamera Anderson
Rhonda Bartlett
Daniel and Adrian Blumberg
Robert and Alice Breakstone
Spencer and Tracy Brog
Contra Costa Psychological
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Andrew Pojman
Rossmoor Rotary Foundation
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Stedman & Associates
Margaret Toralti
Walnut Festival Association
Jerald and Melody Weintraub

Partners (\$500.00+)

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Dr. Cynthia Ashbrook
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Tim Brennan
Carl and Lisa Brodsky
Jeff Clark
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Wendy and Robert Duncan
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Lillian Poage
James and Susan Pooler
Marlene Powell
Robin Raff
Rancho San Miguel Swim Team
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Jeffrey and Jodi Riley
Steve and Diane Roberti
Shelley Ruhman
Debbie and Michael Shepherd
William and Martha Slavin

Soroptimist International of San
Ramon
Mark and Betsy Templeton
Joann Tucker Philips
Dr. Ron Wasserman
Chris and Jacqui Whiting
Fred Winslow
Laura Wucher

Stewards (\$250.00+)

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Richard Beers
Diane Bishop
Jane Blake
Alan and Fran Brast
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Francina Davis
Michele Dour
Gerald Eichner
Crystal Eng
Diane Fernandes
David and Cheryl Forde
Girl Scout Troop 33086
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Debbie Goldberg
Josette Gonzales
Larry and Nancy Grabow
Victoria Harris
Kathleen Harrison
Kevin Hickman
James and Elaine Holt
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Phillip and Katharine Johnson
Jennifer and Edan Kabatchnik
Kathy Klein
Roger and Eveline Lamm
Joe and Wendy Madden
James and Rene Maher
Nancy Mank
David and Sharon McCosker
Margaret Mediati
Bob and Julie Miller



CONTRA COSTA CRISIS CENTER

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David and Maritza Sachs
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Alberto and Cynthia Sevilla
John Steinfirst
Briana Taylor
Felipe Toledo
Jeffrey and Karen Vesely
Jennifer Weise
Diane Whaley Lees

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Larry and Ann Keiffer
Mary and Shane Kelley
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Douglas Sweet
Wynn Tamura
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Renee and Steven Turman
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Lucy Watkins
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Mona Whitley
Robert Wilkenfeld
Ann Wingren
Florence Wong
Olina Wong
Jessica Wright
Flavia Zaro
Joel and Jacqueline Zaves
Vincent Zucarro

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

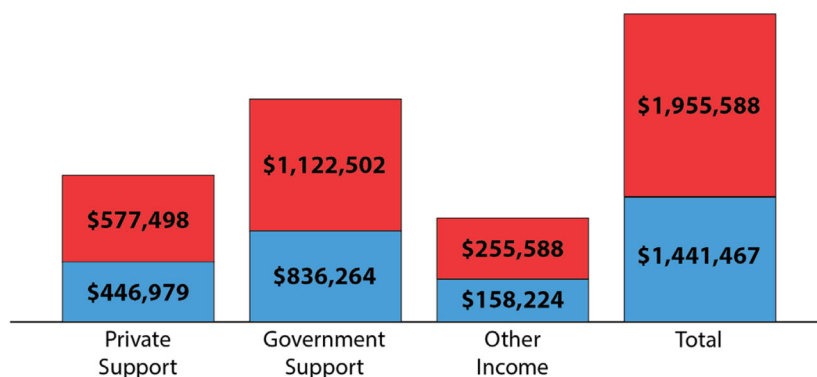
Our mission is to keep people alive and safe, help them through crises, and provide or connect them with culturally relevant resources in the community.



P.O. Box 3364 • Walnut Creek, CA 94598 • Office: 925.939.1916 • Website: www.crisis-center.org

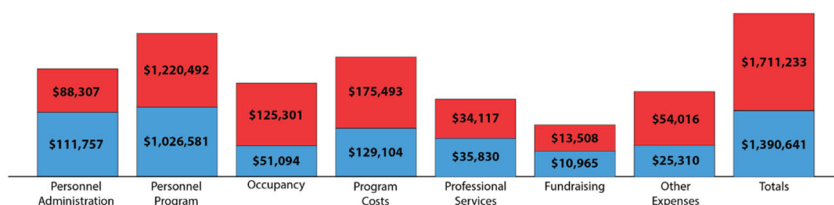
Revenues

■ 2019 ■ 2018



Expenses

■ 2019 ■ 2018



Staff

Clarisa Anguiano

Grief Counseling Program Manager

Scott Chavez, MDIV

Crisis / 211 Call Specialist, Outreach Lead

Lesley Garcia, MS, PPS

Director of Programs

Blanca Gutierrez

211 Database Administrator

Justin Jarratt

Call Center Manager

Ganna Kornfeld

Crisis / 211 Call Specialist

Walt Middleton, MBA

Director of Operations and Finance

Rico Millan

Crisis / 211 Call Specialist, Lead

Rocio Polanco

Finance Manager

Valerie Purdey, MS

Crisis / 211 Call Specialist

Dee Dee Robillard

Community Projects Manager

Sharon Schutjer

Crisis / 211 Call Specialist

Joanna Siefert, MSW

Crisis / 211 Call Specialist

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Concepcion James

A Brighter Day

David Newhouse, MD, MPH

TPMG (retired)

Robin Raff

Pulse Healthcare Marketing

Nadesdye Valdes

Kaiser Permanente

Our 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.