

CRISIS LINE AND REFERRAL SERVICE

SERVING AITKIN, CASS, CROW WING, MORRISON, TODD, AND WADENA COUNTIES

CRISIS LINE AND REFERRAL SERVICE 2012 ANNUAL REPORT

Our History

The Crisis Line was established in 1988 in response to the significant number of teen suicides and suicide attempts. Today, and tens of thousands of calls later, we have grown into a crisis line that assists people of all age groups and from all walks of life.

Our Mission

Our mission is to provide confidential and anonymous telephone support to people in distress and crisis, and to serve as a lifeline for positive change by connecting our clients to area resources.

Our Service Area

We serve our friends and neighbors in Aitkin, Cass, Crow Wing, Morrison, Todd, and Wadena Counties.

Our Core Values

The needs of our clients are primary, and we will meet those needs in a compassionate, ethical, confidential, and nonjudgmental way.

We will respond to each and every caller, regardless of race, gender, age, or social or economic status.

We will uphold the anonymity of each client.*

We will enlist the help of culturally and economically diverse, caring, compassionate, and skilled volunteers and staff.

We will provide our volunteers and staff with specialized training and continuing education programs to ensure the quality of our programs and services.

We will seek collaboration, first, when responding to social, economic, and program needs.

We will operate as a fiscally sound, responsible, and cost-effective organization.

*In cases of child abuse or neglect, or in cases involving the neglect or abuse of vulnerable adults, the Crisis Line will make every attempt to get help to the child/vulnerable adult.

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To our good friends and supporters of the Crisis Line:

I want to take this opportunity to thank all of you who support the Crisis Line - our volunteers, who donate countless hours of their time to answer calls from those in need; our donors, for whom we rely on for financial support; our partners, who provide us with new opportunities so we can better serve those in need, and our Board of Directors, who provide thoughtful insight and guidance.

I also want to thank our Executive Director, Mary Marana, for her tireless efforts and expert leadership – her passion for the Crisis Line is an inspiration, to say the least. Mary's assistant, Carmen Thelen, has brought fresh ideas and much needed support to the program – thank you Carmen for all you have done in the short time you have been part of our team! The Crisis Line has certainly changed in the past six years that I have been involved with the program – new programs have been added, and existing programs have expanded. But our mission to provide a listening ear and to assist callers in getting the help and encouragement they need, has not changed.

None of this could be done without your support, your commitment and your belief in the Crisis Line. Thank you for everything you do.

Sincerely,

Becky Eckelman
2013 Board Chair

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THE HEART AND SOUL OF THE CRISIS LINE **A tribute to our volunteers**

Our volunteers are truly a lifeline for those who call the Crisis Line. With compassion, with concern, and with the highest level of integrity and confidentiality, our volunteers listen, affirm, encourage, and offer hope by connecting our callers to resources that can truly help them.

As a Board and staff, we extend to our volunteers our deepest gratitude for your skill and compassion; our admiration for your steadfast commitment to helping others; and our awe at your capacity for understanding.

Crisis Line volunteers are ordinary people with extraordinary compassion for others. They listen, they affirm, they offer hope to people who are experiencing some of life's most difficult challenges.

If you would like to become a volunteer, please contact the Crisis Line. As a volunteer, you will:

- Be able to work from your home.
- Receive a minimum of 6 hours of free orientation and training, and a minimum of 10 hours of continuing education, per year.
- Set your own schedule. We ask volunteers to commit to volunteering 10 hours per month.
- Know that the work you do truly makes a difference in the lives of others.

To qualify for the volunteer program, you must be:

- 18 years of age, or older.
- Agree to a thorough background check.
- Agree to participate in trainings and continuing education programs.
- **To get more information on being a volunteer, call 218-828-4515**

“Volunteering on the Crisis Line is the most important – and meaningful - thing I do. It’s different than volunteering with other organizations, because you hear from people whose lives have been interrupted – or stopped altogether – because of some serious circumstance or mental health illness. As a volunteer, it’s hard to hear those things, and there is an emotional investment with this work unlike any I’ve experienced elsewhere. Sometimes, you wish you could reach through the phone and give the caller a big hug. Is it easy? No, it’s not easy. Is it for everyone? No. At the end of my shift, do I feel fulfilled...do I feel like I really made a difference? You bet I do.”

Crisis Line Volunteer

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A LIFELINE FOR YOUTH Suicide Prevention Program

The Program's goals are to reach as many new students as possible. These 1724 students learned about depression and the alternatives to suicide, drugs, alcohol, and bullying. We presented the Suicide Prevention Program in the fall to new seventh graders. Along with the Program, we encourage the schools to creation of Youth Boards that will help keep the awareness going throughout the school year and help keep the new programs sustainable. Also materials were given to each student that they can refer to in the future should the need arise. With our post surveys we can identify and reach out to teens in pain and give them the help they need before they turn to suicide as the answer to their problems. We also saw an increase of calls to the crisis line after we have given our Suicide Prevention Programs. Overall this past year, we saw a significant increase of teen calls to the crisis line.

24 HOURS COMMUNITY LIFE LINE

Solely volunteers staff the 24-hour Crisis Line. All volunteers are required to undergo a background check and a series of customized training sessions prior to taking any calls on the line. At this time, the Crisis Line has 49-50 steady volunteers, depending on the season. In 2012, these dedicated volunteers donated over 8760 hours of line time. In response to 4220 calls for help, in 2012 our volunteers provided over 1800 local referrals, and spent over 13081 minutes on the line talking with callers. Each month we mail out schedules, updated materials, and information to help our volunteers stay ready and equipped to handle calls. Meetings with the volunteers are on a regular basis throughout the year to offer a chance to share communication skills, learn of new resources, and review policy/procedures of the Crisis Line, debrief with a licensed professional, and network with their peers. Recruiting, training, education, retention, the need for our volunteers to debrief from the stress of these calls, and marketing and education in several different venues will also be used to increase awareness of Crisis Line Services and volunteer opportunities are one way your funding helps the Crisis Line help our communities. Recruiting and training is always an ongoing process with ever changing resources, trends in our society, and the economic downturn.

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A LOOK AT OUR FINANCIAL HEALTH

January - December 2012	Actual	Budget
Ordinary Income/Expense		
Income		
Restricted Funds	1,065.00	1,100.00
General Fund/Unrestricted	124,256.80	114,733.00
Total Income	125,321.80	115,833.00
Gross Profit	125,321.80	115,833.00
Expense		
Fundraising	886.58	200.00
Outreach and Education	14,553.10	12,000.00
General		
Administration/Office	42,742.60	41,824.00
Volunteer Program	65,265.81	59,043.00
Suicide Prevention Program	1,755.70	1,100.00
Total Expense	125,203.79	114,167.00
Net Ordinary Income	118.01	1,666.00
	118.01	1,666.00