



Annual Report 2015



Community Crisis Services provides non-judgmental crisis intervention and suicide prevention through outreach and 24-hour hotline services.

Serving our neighbors every hour of every day since 1970

We are so proud of the work that Community Crisis Services, Inc. (CCSI) continues to do - this past year being no exception. We answered nearly 155,000 calls, provided over 7,626 bed nights of emergency shelter through the Warm Nights Program, helped train over 300 individuals in life saving suicide prevention/intervention skills and provided housing stability services for over 100 households. This amazing work doesn't happen without an involved caring community.

So often what is needed during a crisis is a calming influence who understands resources and can connect folks quickly and efficiently. Information is powerful and can make all the difference. CCSI counselors worked with callers suffering through suicidal and mental health crises; who were homeless/nearly homeless, who were lonely; or who just needed a kind person to listen to their struggles of the day. CCSI counselors are available 24 hours a day, 7 days a week, 365 days a year. We take great pride in the work that is done every day at CCSI.

We were fortunate in so many ways this past year. We are grateful to the Prince George's County Council who provided a \$75,000 non-departmental grant which helped add additional staff which ensures that phones are answered as quickly as possible. We completed a Board Development project with Compass DC which enabled us to double the size of our Board of Directors and set up a structure for future success. We were awarded a Meyer Foundation Grant to launch a comprehensive strategic planning process which will help CCSI to be even better in the future. We opened the Hypothermia Shelter four weeks early when the area faced an early cold snap and there were no available beds in the local shelters.

I hope you take a moment to learn about the great work being done at CCSI every day. This work doesn't happen without the broad support of the community, the service of outstanding board members, dedicated professional staff and the best volunteers anywhere.

Executive Director



Timothy Jansen

Board President



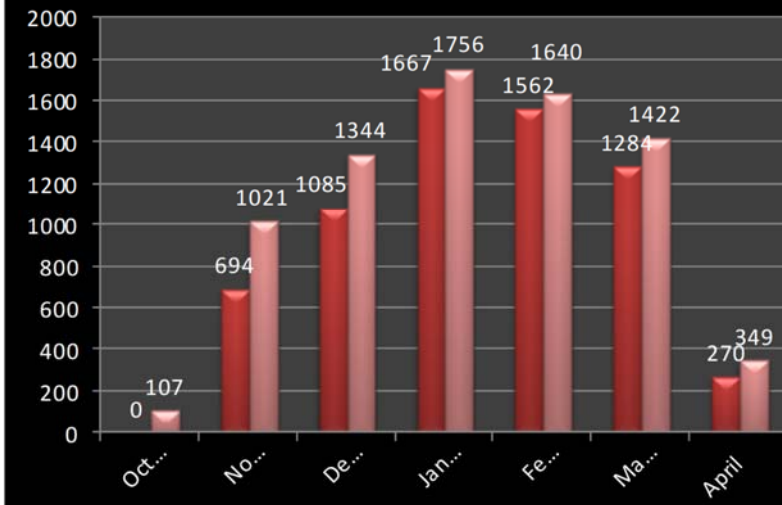
Denise Parker



CCSI board, staff, volunteers and student interns get together to give CCSI a make-over—with generous donations from the Prince George’s County Department of Parks and Recreation. All done in one day October 19, 2016.



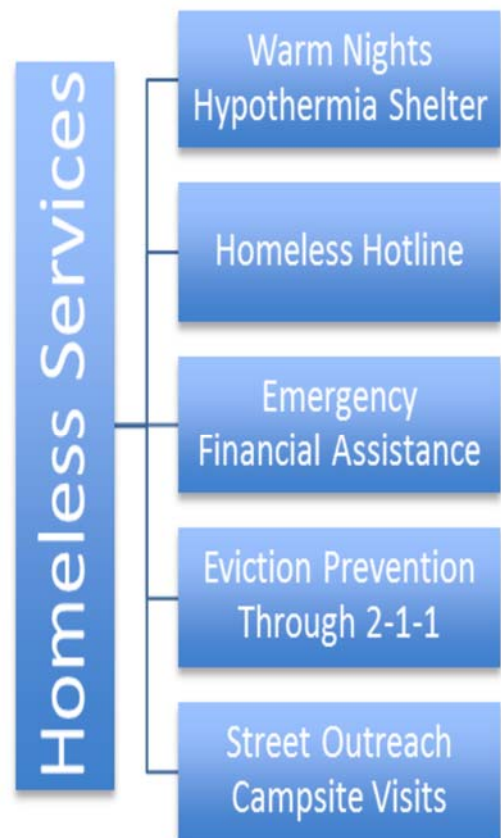
Bednights FY14 vs FY15



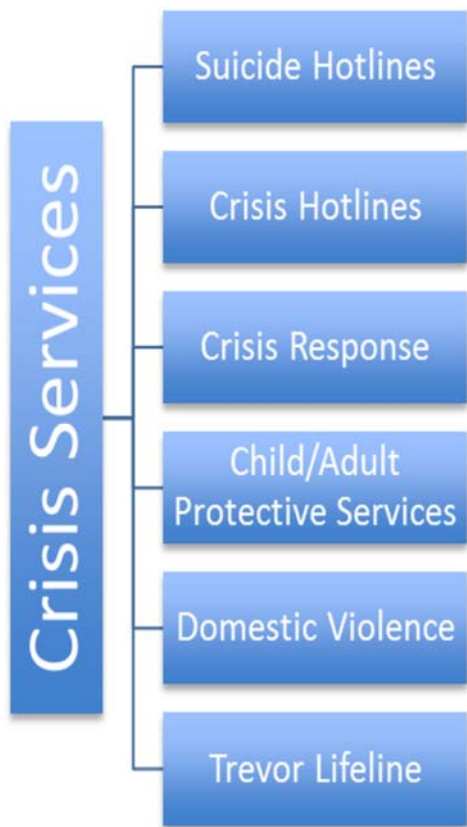
During some of the harshest winter weather last season—Warm Nights had as many as 68 guests which is 40% over capacity. Our faith-based partners are amazing in their ability to make things happen when our friends and neighbors are in need

This year thanks to the amazing efforts of our faith-based partners, Warm Nights opened on October 4, 2015. This is 4 weeks earlier than the year before—the proposed closing date isn't until the end of June 2016. That adds 10 weeks on to the end of the calendar. So in one year, we have added 14 weeks of shelter for those in need. These beds are desperately needed and not possible without the efforts of our faith-based partners and the Prince George's County Department of Social Services.

- ◆ 101 households remain stably housed through emergency financial assistance
- ◆ Answered 39,323 calls for shelter placement and homeless services information and support
- ◆ Referred 606 households (958 persons including 333 children) to Prince George's County Shelters
- ◆ Helped 42 of 45 families who resided at Warm Nights move to housing or longer-term shelter
- ◆ Provided shelter for 264 individuals including 45 families and 72 children between November and April.



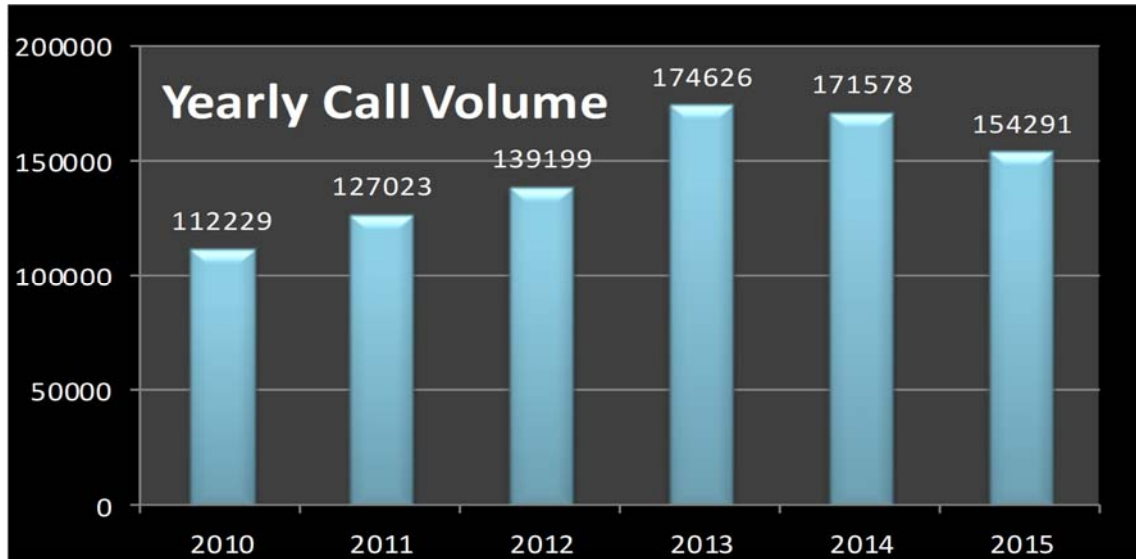
Crises come in many forms. Counselors at CCSI are trained to handle all kinds of crisis calls be they financial, situational or emotional. CCSI strives to use Best Practices in all that we do. This past year we were thrilled to be re-accredited by the American Association of Suicidology as a Crisis Center, an accreditation we have carried since 1985. We were re-certified by the Maryland Association of Nonprofit Organization's Seal of Excellence Program, which we have held since 2004. We strive everyday to ensure service provision is amazing for all the folks who need our services!



- Provided compassionate support and intervention when needed to over 6,800 calls on two suicide hotlines
- Facilitated problem solving and offered support to over 26,000 calls on eight unique crisis hotlines
- Offered thorough, timely attention and screening of 6,027 child/adult protective calls through our Prince George's County Child/Adult Protective Services Screening Unit
- Offered a safe and supportive connection to over 7,000 callers on the Trevor Helpline
- Provided Grief Counseling to two groups who were suffering through a tragic loss
- As part of the Maryland Crisis Hotline Network, CCSI helped provide over 400 hours of online emotional support through crisis chat services.

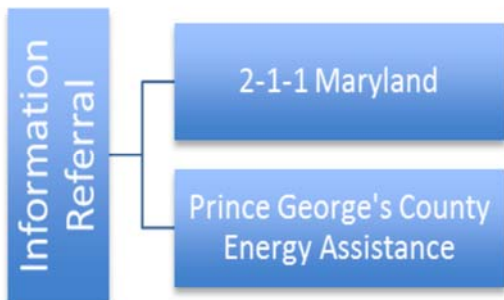
CCSI worked through most of the year on a new strategic plan for the next three to five years in 2015. Board, staff, volunteers and stakeholders spent many hours talking about where the agency has been, where it is now, and where it needs to go moving forward. We were fortunate to have a grant from the Meyer Foundation's Children & Family Legacy Fund for this work. We were thrilled to work with Beth Blanchard Schaffer as our consultant in this process. Beth helped us to stay focused on tasks; helped us to look at what worked and what didn't work; and helped us plan our future so that CCSI remains a healthy and a vibrant organization for years to come. Thanks to all who participated and most importantly to Beth for all her hard work!

So often people have multiple needs—it's awesome that CCSI counselors have the ability to navigate multiple systems to help. We received a call from a woman who was in significant distress. The utility company was at her house to turn off her services. She had applied for assistance but didn't know what was happening with it. During the call, she shared that she had spent her last few dollars on medicine instead of buying groceries. So the CCSI counselor spoke with the utility folks who agreed to come back later giving time to find a solution. The Counselor called DSS to get a hold placed on the callers account and then found a service that would deliver groceries that day. The call back to our friend was joyful—not only were utilities not being cutoff but there would be food delivered.



*CCSI has grown from a single hotline in a closet-sized office to an indispensable resource in the community - as you can see - The need is always there and growing! ***

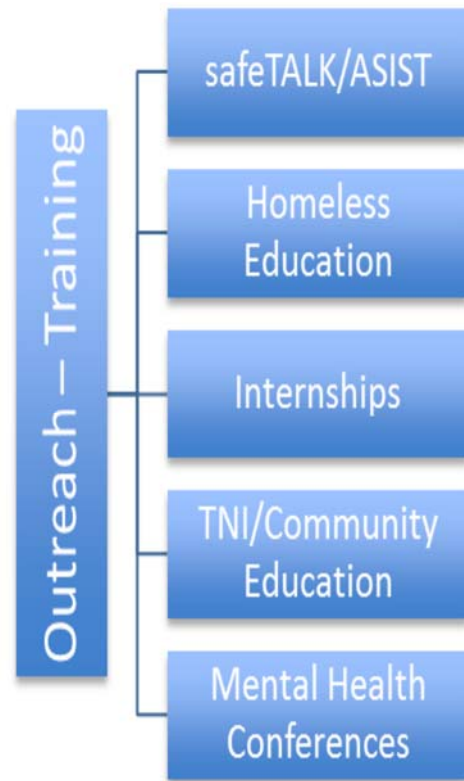
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- Connected 23,000 with information and referral supports on Maryland 2-1-1
- Supported and ensured continuity of access for 2-1-1@ the United Way of Central MD by answering 17,500 calls
- Provided critical information, referral and application updates to 37,874 callers to the Prince George's County Energy Assistance Hotline
- Worked with our 2-1-1 Maryland partners to keep accurate and timely information on over 7,000 resources

** Calls on the crisis lines have increased every year—we reduced the hours we answered protective services calls which results in the small overall number.

- Provided field instruction to 14 social work interns from local universities helping them to build vital crisis intervention skills as they work towards becoming professional social workers
- 132 individuals trained in safeTALK (Suicide Alertness For Everyone) – helping communities to become alert to the warning signs of suicide
- Trained 64 caregivers in ASIST (Applied Suicide Intervention Skills Training)
- Participated in seven Train the Trainers session for ASIST – graduating 160 new trainers in our efforts to create suicide safer communities
- Sponsored and supported Riverdale Park Day which provided groceries to over 100 households as well as vital information about community resources from local agencies.



ASIST (Applied Suicide Intervention Skills Training) classes provide critically needed suicide intervention skills for both formal and informal caregivers—the idea of choosing “SAFETY for NOW”. We all know that most of the time we can’t solve life’s intricate problems in a conversation but we can help those facing suicide to choose SAFETY for NOW while we work on things. Last year we were struck by so many challenges that our callers shared—one that was particularly heartfelt was a young man who called late one Monday night. At first, he had been hesitant to speak and would simply cry so the counselor allowed him the opportunity to collect his thoughts without rushing him. After a few minutes, the caller began to tell his story. He came from a violent background where most of his family were addicts of some kind. He’d been repeatedly molested and beaten by a member of his own family. He and his brother became addicted to heroin and his brother died from an overdose. He blamed himself and didn’t understand why he gets to live. The turning point for our caller was the idea that his brother would want him to live, to be happy and to get sober. Our counselor spent almost two hours with the individual helping the caller choose safety for now. The counselor provided a warm transfer to a walk in clinic less than a mile away from the caller’s home where he could get one-on-one counseling. Later that evening the counselor checked in with the other center to ensure our caller had followed through – he did. Two days later we heard back from him, grateful to the counselor for helping him to be safe.

Some of the many supporters of Community Crisis Services

Prince George's County Government
Office of the County Executive
Prince George's County Council
Council Members, Derrick L Davis,
Danielle Glaros, Mary Lehman, Obie Patterson, Todd Turner
Delegate Alonzo Washington
M-NCPPC Department of Parks and Recreation
Town of Riverdale Park
Cities of Bowie and Hyattsville
Prince George's County Psychological Association
United Way of Central Maryland
Train Printing
Geppetto Catering
ZIPS Cleaners College Park
Charity Logic, "I-Carol"
Train Printing
Town Center Market
Community Foundation for the National Capital Region
The Meyer Foundation
Clarke-Winchcole Foundation
American Psychological Association
St. John's Episcopal Church
St. Andrew's Episcopal Church
Hyattsville Mennonite Church
Paint Branch Unitarian Church
The Christian Life Center



Community Crisis Services, Inc.
STATEMENT of FINANCIAL POSITION
June 30, 2015

The following is a summary of financial statements incorporated in the annual audit report issued for years ended June 30, 2015 and June 30, 2014. The complete financial statements and notes are available upon request from Community Crisis Services, Inc.

ASSETS	<u>2014</u>	<u>2015</u>
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 50,979	\$ 12,524
Accounts Receivable	61,527	171,244
Prepaid Expenses	4,609	2,629
Total Current Assets	<u>117,115</u>	<u>186,397</u>
PROPERTY AND EQUIPMENT		
Net of Accumulated Depreciation	<u>451,151</u>	<u>438,802</u>
Total Assets	\$ <u>568,266</u>	\$ <u>625,199</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$ 683	\$ 23,517
Accrued salaries and taxes	26,835	26,729
Accrued vacation	8,745	12,657
Line of Credit		62,608
Capital Lease Obligation		2,033
Mortgages Payable	<u>20,059</u>	<u>21,267</u>
Total Current Liabilities	<u>56,322</u>	<u>148,811</u>
LONG TERM LIABILITIES		
Capital Lease Obligation		8,332
Mortgages Payable	<u>160,600</u>	<u>139,482</u>
Total Liabilities	<u>216,922</u>	<u>296,625</u>
NET ASSETS		
Unrestricted, as restated	256,648	205,928
Temporarily restricted	<u>94,696</u>	<u>122,646</u>
Total net assets	<u>351,344</u>	<u>328,574</u>
Total liabilities and net assets	\$ <u>568,266</u>	\$ <u>625,199</u>

The CCSI Board works diligently to support the mission and vision of CCSI. This year the Board helped to make our 5th Annual Gala Celebration & Silent Auction a huge success, worked tirelessly on our Board Development Project with Compass DC and worked to raise funds to ensure the ongoing stability of Community Crisis Services, Inc.

Community Crisis Services, Inc. Board

BOARD OFFICERS

President:	Denise Parker
Vice President:	Cathy Kyle
Treasurer:	Ronald Harris
Secretary:	Jeanne Washburn
Past President:	Bea Rodgers

BOARD MEMBERS

Dionne Dobbins	Eunice Humphrey
Ginny Lee	Cecelia Melvin-Scott
David North	Nydia Ocasio
Justin Ross	Tierney Screen
Doug Holland	Maritza Solano
Darlene Wright– Powell	Ronald Brooks

*Check out CCSI Happenings at
www.communitycrisis.org or by liking our
Facebook page CCSITalks*

CCSI Board, staff and stakeholders working on the beginning stages of CCSI's Strategic Plan which we finished in mid 2015.



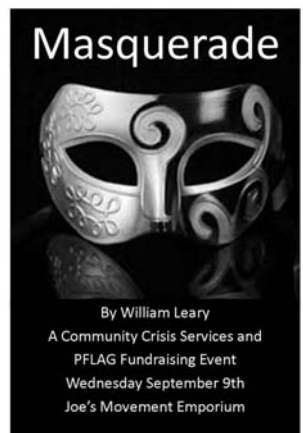
Council Woman Deni Tavares and Board Member Nydia Ocasio at our Strategic Planning Session.

CCSI 5th Annual Celebration of Hope & Community before guests arrived.

Board Chair Denise Parker, Development Coordinator Bill Leary and Tamara Gifford from Bank of America presenting a \$10,000 grant.



CCSI hosted a staged reading of Masquerade for National Suicide Prevention Day in September 2015



Delegate Alonzo Washington and Development Coordinator Bill Leary at our 2015 Gala



Continuing to meet the needs of those in crisis, those who are homeless, and those who need information and referral about health and human services organizations.

CCSI STAFF

Executive Director:	Tim Jansen
Deputy Director:	Melanie Arroyo
Homeless Services Coordinator:	Kisha Neloms
Call Center Director:	Nathan Dimes
Assistant Call Center Director:	Deidre McCalaster
Warm Nights Shelter Manager:	Don Phillips
Assistant Shelter Manager:	Cheryl George
Development Coordinator:	William Leary

Hotline Specialists:

Vanessa Berben, Jamie Brill, Elaine Byfield, Marjani Carter, Suni DeGeneste, Jessica Fenney, Krystle Joyner, Aiesha Jones, Ketly Labidou, James Lewis, Deborah Mathis, Delverine Mills, James Moran, Jamie Myers, Danaile Pelzer, Emmanuel Scott, Anreace Seabrooks, Craig Shields, Ashley Singleton, Latoya Singleton

Warm Nights Staff:

Juana Ayala, Devorah Brown-Hawkins, Rodney Corley, Andre Gore, Susie Hale, Harry Herrera, Tyina Hopkins, Sarah Jones, Steven Jefferson, Michael Martin, Emmanuel Scott, Malika Watkins, Wesley White,

In Loving Memory



This past year, CCSI was saddened by the death of Ms. Susie Hale. Susie was a shelter monitor with Warm Nights—something she had been doing for over 20 years. Susie could always be counted on to lend a helping hand for those less fortunate. Her kind, loving manner and sweet smile will be missed. Her daughter Antonia continues with the program so part of her continues to support Warm Nights.