



## Annual Report 2016



***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***

I am humbled by the work that Community Crisis Services, Inc. (CCSI) continues to do - this past year being no exception. What a spectacular year 2016 has been! We were as busy as ever – answering over 156,000 calls and providing over 7,600 bed nights in the shelter. We were able to link 20 households into permanent housing including several of our longer term Warm Nights clients.

We have been fortunate to continue to provide needed crisis and shelter services in a sometimes challenging climate. We have worked to follow our strategic plan, started in 2015, to provide sustainability as an organization and ensure the availability of crisis services 24 hours every day. We became a regional back-up center for the National Suicide Prevention Lifeline - answering over 32,000 calls in the first year. We extended our shelter calendar by several weeks and are hopeful it will soon be available 365 days every year.

Working diligently to help those in crisis everyday – the staff, volunteers and student interns provide critical service to those in need. A calming influence is sometimes the one thing most needed during a desperate time. CCSI counselors worked with folks struggling with suicide, homelessness, child abuse, loneliness, financial difficulties, family issues and many day-to-day challenges. Who knew the presidential election would create a spike in calls to the crisis line – we didn't - but we were available 24 hours that day as we are every other day.

The work that we do every day would not be possible without the amazing support of this community including 40 local churches; our Prince George's County Executive and County Council; the amazing folks who donate their time or funds; our volunteers; staff and interns; and our amazing board of directors. I hope you take a moment to learn about the great work being done at CCSI every day.

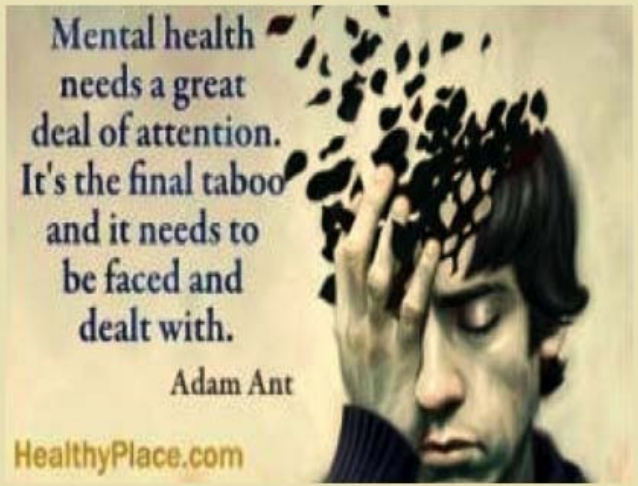
Timothy Jansen,  
Executive Director

A handwritten signature in black ink, appearing to read "Timothy Jansen". The signature is fluid and cursive, with a long horizontal stroke at the end.

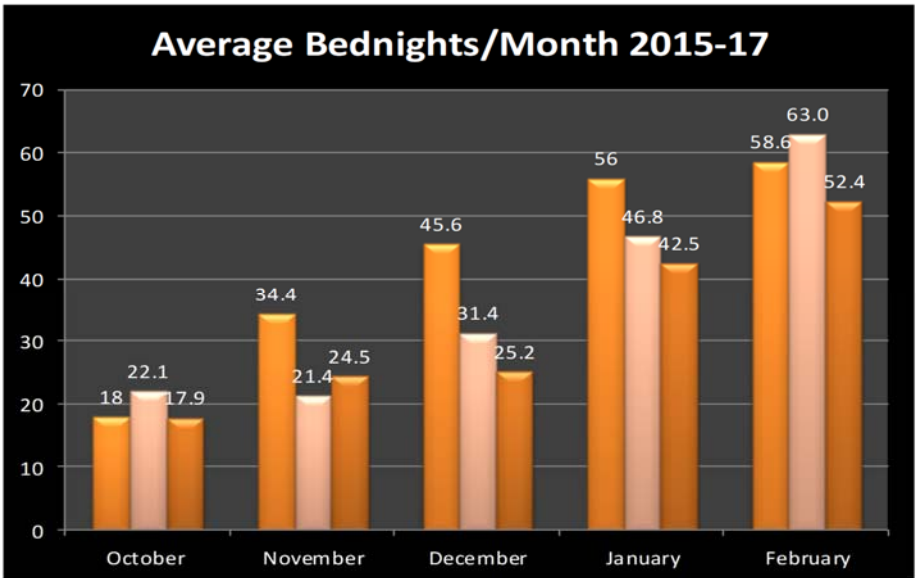


## Community Crisis Services

Compassionate  
Responsive  
24 - Hour  
Support



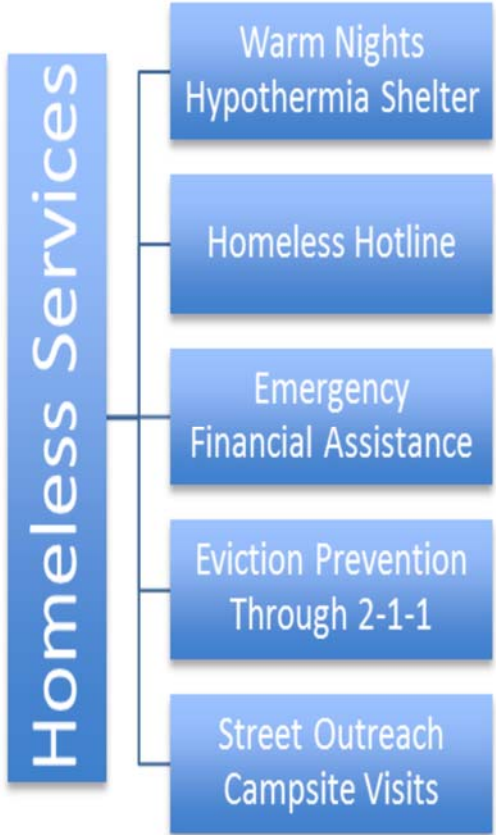
**Community Crisis Services, Inc., which began as the Prince George's County Suicide Hotline, has been providing services to those in need since May of 1970 24 hours a day, every day!**



Fall & Early Winter of 2016-2017 have been mild but the need for beds still exists. We have many homeless residents in our community who need a safe, warm and comfortable place to lay their heads nightly.

*Our shelter season started the first weekend in October, much earlier than in past years. As we move into this year, we are very excited by the prospects of the shelter moving to a year-round calendar. That means that at least 35 beds will be available for our friends and neighbors in need. Housing crises can affect folks quickly and without a lot of warning in some cases - fortunately Warm Nights can provide a safety net in these circumstances.*

- ◆ 99 households remain stably housed through emergency financial assistance
- ◆ Answered nearly 34,000 calls for shelter placement and homeless services information and support
- ◆ Referred 687 households (1232 persons including 528 children) to Prince George’s County Shelters
- ◆ Helped 49 out of 53 families who resided at Warm Nights move to housing or longer-term shelter
- ◆ Provided shelter for 316 individuals including 53 families with 100 children



**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. We maintain accreditation through the American Association of Suicidology (since 1985) and CONTACT USA (since 2013) as a Crisis Center. We maintain the Seal of Excellence Certification from the Maryland Association of Nonprofit Organizations (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 44,000 calls on three suicide hotlines
- Facilitated problem solving and offered support to over 12,250 calls on six unique crisis lines
- Offered thorough, timely attention and screening of 6,900 child/adult protective calls through our Prince George's County Child/Adult Protective Services Screening Unit
- Offered a safe and supportive connection to over 7,100 callers on the Trevor Helpline
- As part of the Maryland Crisis Hotline Network, CCSI helped provide over 400 hours of online emotional support through crisis chat services.

*One family in crisis we worked with this past year -*

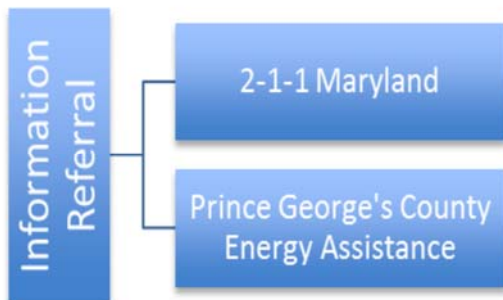
*One of our most rewarding cases was a young family who we helped in November, company layoffs ended the fulltime employment of the head of a family of six including four young children. Through no fault of their own the situation quickly spiraled downward. This hardworking family drained their life savings but couldn't stave off eviction . They called us desperate for a place to stay. Warm Nights was waiting and available. In a few weeks, there was a new job and most importantly a new home that CCSI helped the family secure with some limited funding. From homelessness to housed—success!*

We received a call one day from a young 92 year old caller. She was facing a variety of challenges—she was worried that her heat was about to run out. We worked with her and found out that her oil tank was nearly empty—she had applied for assistance but had not heard from anyone. The temperature was due to drop that night to the low 20's. We contacted the folks at energy assistance and helped her get oil delivered the next day—keeping her warm and comfortable. During our conversations, we found out that she was out of food as well—we worked with a local church and had groceries delivered - so she went from cold and hungry to warm with a full belly with one call.

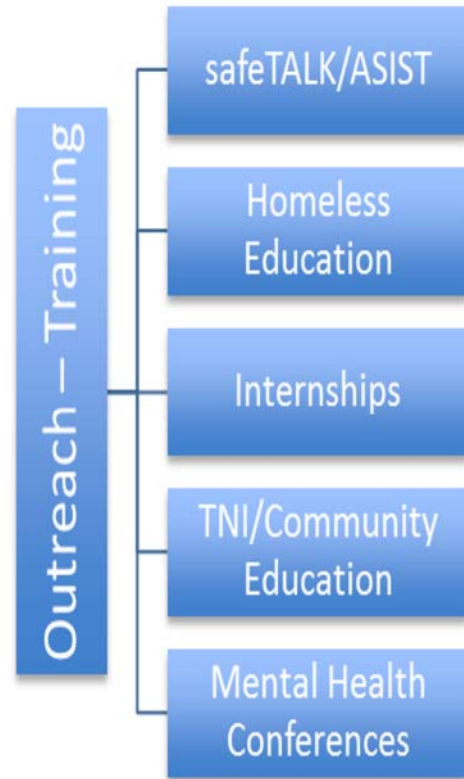


*CCSI has grown from a single hotline in a closet-sized office to an indispensable resource in the community - as you can see - The need is always there and growing! \*\**

- Connected over 20,000 callers 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 over 29,000 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



- Provided field instruction to 19 social work interns from local universities helping them to build vital crisis intervention skills as they work towards becoming professional social workers
- 154 individuals trained in safeTALK (Suicide Alertness For Everyone) – helping communities to become alert to the warning signs of suicide
- Trained 84 caregivers in ASIST (Applied Suicide Intervention Skills Training)
- Participated in five Train the Trainers session for ASIST – graduating 120 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.*

*On one overnight shift last year we received a call from a young man who could not get past the death of his grandfather four months earlier who had been killed in a drunk driving accident. He had taken heroin and had a gun loaded with five rounds of buckshot when he decided to pick up the phone. The family ran a small business and upon his grandfathers death the IRS came in to seize the assets. The family was forced to sell the business leaving the caller without employment. Continuing depression and thoughts of suicide had alienated the caller from family and friends leaving him feeling detached and alone.*

*Our counselor was able to keep the caller calm, and engaged for over an hour while the police were contacted. When officials arrived our counselor was able to keep him from shooting at the responding officers, thereby not only saving the caller’s life but the lives the first responders who arrived to help.*

## ***Some of the many supporters of Community Crisis Services***

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**Prince George's County Government  
Office of the County Executive  
Prince George's County Council  
Delegate Alonzo Washington  
M-NCPPC Department of Parks and Recreation  
Town of Riverdale Park  
Cities of Bowie and Hyattsville  
United Way of Central Maryland  
Train Printing  
Geppetto Catering  
ZIPS Cleaners College Park  
Charity Logic, "I-Carol"  
Town Center Market  
Community Foundation for the National Capital Region  
Clarke-Winchcole Foundation  
American Psychological Association  
St. John's Evangelical Lutheran Church  
St. Andrew's Episcopal Church  
Hyattsville Mennonite Church  
Paint Branch Unitarian Church  
The Christian Life Center  
Microsoft  
Eileen Fisher  
University of Maryland—Public Leadership Scholars Program  
Nora Roberts Foundation  
Philip L Graham Foundation  
Community Forklift**



United Way  
of the National Capital Area



**LIVE UNITED**



United Way  
of Central Maryland



Community Crisis Services, Inc.  
**STATEMENT of FINANCIAL POSITION**  
June 30, 2016

The following is a summary of financial statements incorporated in the annual audit report issued for years ended June 30, 2016 and June 30, 2015. The complete financial statements and notes are available upon request from Community Crisis Services, Inc.

ASSETS		<u>2015</u>	<u>2016</u>
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	\$	12,524	\$ 42,652
Accounts Receivable		171,244	127,969
Prepaid Expenses		2,629	4,780
Total Current Assets		<u>186,397</u>	<u>175,401</u>
<b>PROPERTY AND EQUIPMENT</b>			
Net of Accumulated Depreciation		<u>438,802</u>	<u>419,356</u>
Total Assets	\$	<u>625,199</u>	\$ <u>594,757</u>
<b>LIABILITIES AND NET ASSETS</b>			
<b>CURRENT LIABILITIES</b>			
Accounts payable	\$	23,517	\$ 21,092
Accrued salaries and taxes		26,729	33,015
Accrued vacation		12,657	13,181
Line of Credit		62,608	95,408
Capital Lease Obligation		2,033	2,090
Mortgages Payable		<u>21,267</u>	<u>22,339</u>
Total Current Liabilities		<u>148,811</u>	<u>187,125</u>
<b>LONG TERM LIABILITIES</b>			
Capital Lease Obligation		8,332	6,241
Mortgages Payable		<u>139,482</u>	<u>117,689</u>
Total Liabilities		<u>296,625</u>	<u>311,055</u>
<b>NET ASSETS</b>			
Unrestricted, as restated		205,928	195,536
Temporarily restricted		<u>122,646</u>	<u>87,166</u>
Total net assets		<u>328,574</u>	<u>283,702</u>
Total liabilities and net assets	\$	<u>625,199</u>	\$ <u>594,757</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. FY 2017**

### BOARD OFFICERS

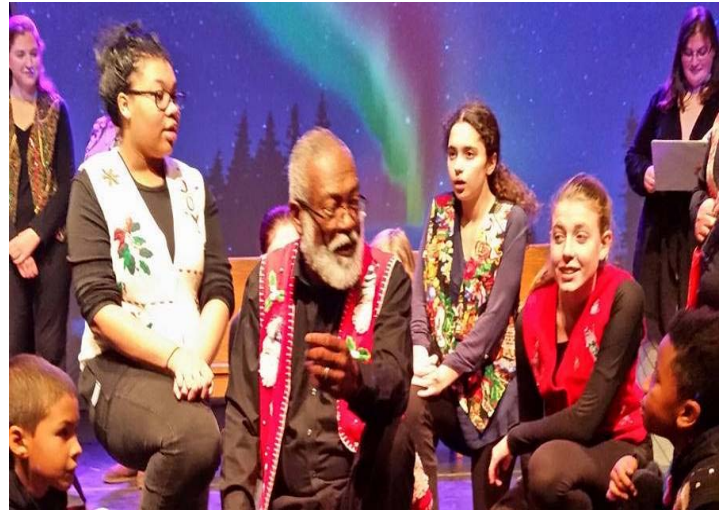
President:	Cathy Kyle
Vice President:	Cecelia Melvin-Scott
Treasurer:	Ronald Harris
Secretary:	Ginny Lee
Past President:	Denise Parker

### BOARD MEMBERS

Dionne Dobbins	Ravin Tatman
Ginny Lee	Sahmra Stevenson
David North	Nydia Ocasio
Doug Holland	Norberto Martinez
Hector Aguingua	Lynne Hardie

***Check out CCSI Happenings at  
[www.communitycrisis.org](http://www.communitycrisis.org) or by liking our  
Facebook page CCSITalks or on  
Twitter @CCSITalks***

CCSI partnered with Wolfpack Theater Company and Joe's Movement Emporium to raise money for Warm Nights with a production of "A Christmas Carol" with Board member David North as the Ghost of Christmas Past and Executive Director Tim Jansen as Scrooge



**A Christmas Carol!**



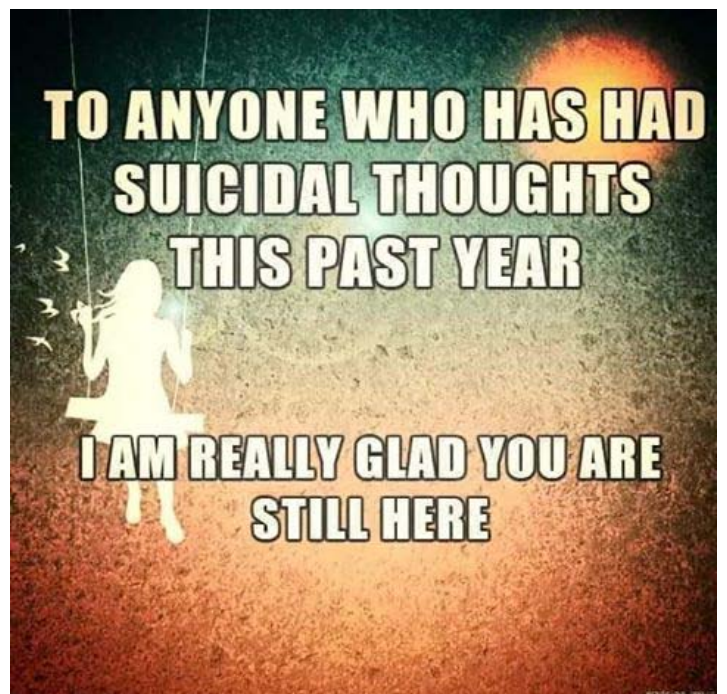
***Call Center Director and Assistant Director providing safeTALK in the community -***



**Our 2016 Gala Celebration**

**Visit us at  
[www.communitycrisis.org](http://www.communitycrisis.org)**

**CCSI Staff available for Health Fairs and Community Days!**





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
Overnight Call Center Supervisor	Jamie Brill

**Hotline Specialists:**

Vanessa Berben, Marjani Carter, Suni DeGeneste, Jessica Fenney, Krystle Joyner, Aiesha Jones, Ketly Labidou, James Lewis, Marjorie Maeda, Deborah Mathis, James Moran, Jamie Myers, Emily Nord, Danaile Pelzer, Osusola Popoola, Kameke Richardson, Emmanuel Scott, Anreace Seabrooks, Craig Shields, Ashley Singleton, Latoya Singleton

**Warm Nights Staff:**

Juana Ayala, Devorah Brown-Hawkins, Rodney Corley, Raleigh Farrell, Andre Gore, Antonia Hale, Harry Herrera, Sarah Jones, Steven Jefferson, Rashawn McCalaster, Cynthia Savage, Andre Stanley, Malika Watkins, Wesley White,