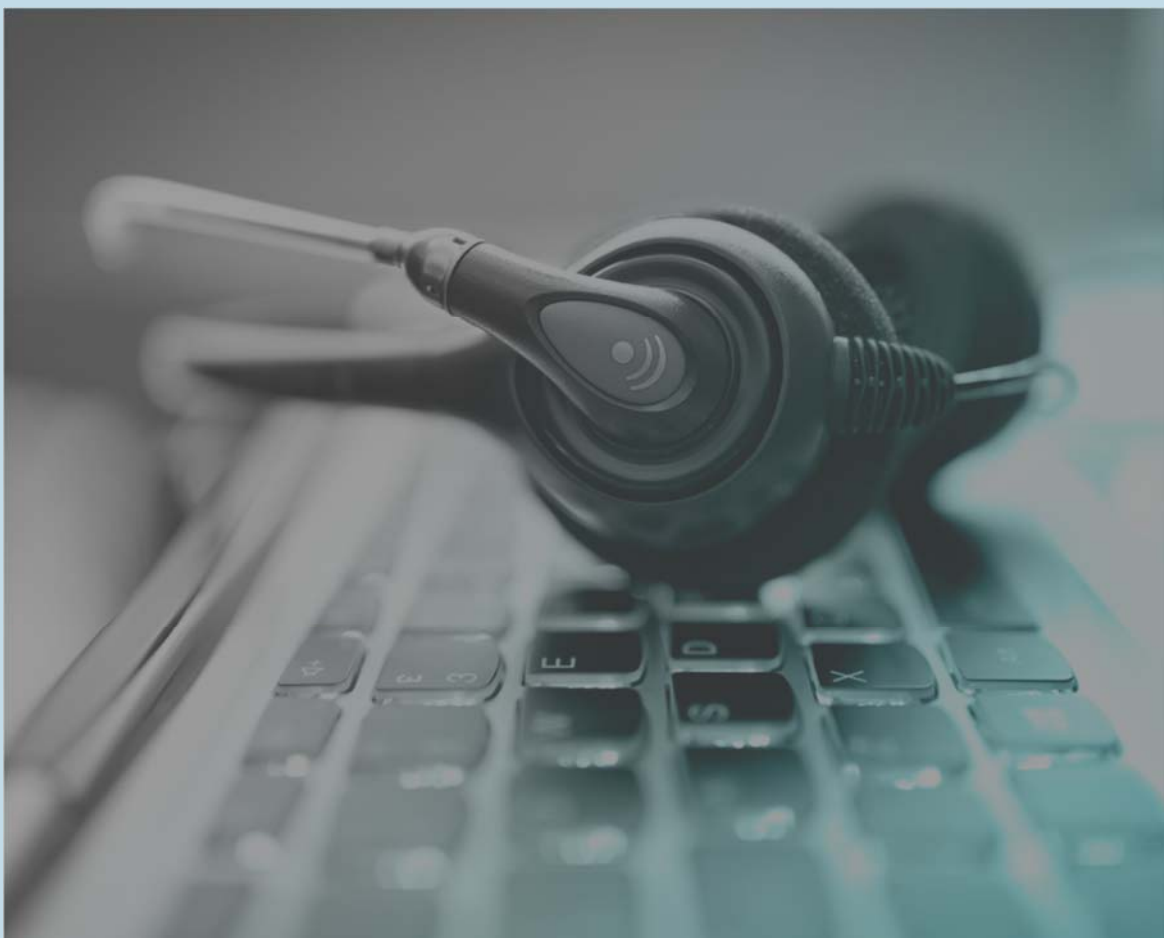




CCSI
Community Crisis Services, Inc.
Annual Report 2017



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

CCSI = HOPE

Helping Other People Excel!

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 2017 has been! We were as busy as ever – answering over 175,000 calls and providing over 7472 bed nights in the shelter. We were able to link 35 households into permanent housing including many of our longer term Warm Nights clients.

Who would have thought that a song about suicide by Logic would have such an impact. This amazing vehicle opened the door to a resource, 1-800-273-TALK that folks didn't know existed. This song led to a 300% increase in calls to the Lifeline. As a National Backup Center, CCSI answered over 100 calls a day from folks needing help around suicide.

We have been fortunate to continue providing services in these challenging economic times—providing more services for the same dollars. We are coming into the final year of our Strategic Plan and we are more efficient, more accountable and better able to provide services as a result. CCSI has seen a 45% increase in calls, has expanded the Hypothermia Shelter to a year-round entity and has enhanced and improved our infrastructure.

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 challenges, family issues and many day-to-day challenges.

The work that we do every day is not possible without the support of this community including 50 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 board of directors. I hope you take a moment to learn about the great work being done at CCSI every day.



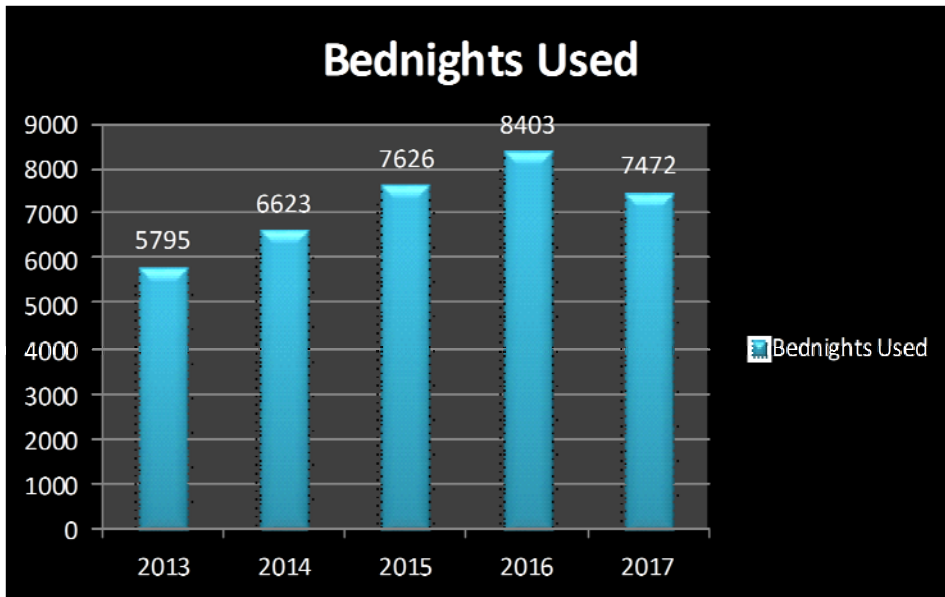
Timothy Jansen,
Executive Director



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.



Riverdale Day Participants—CCSI Staff, Board, Interns and Volunteers

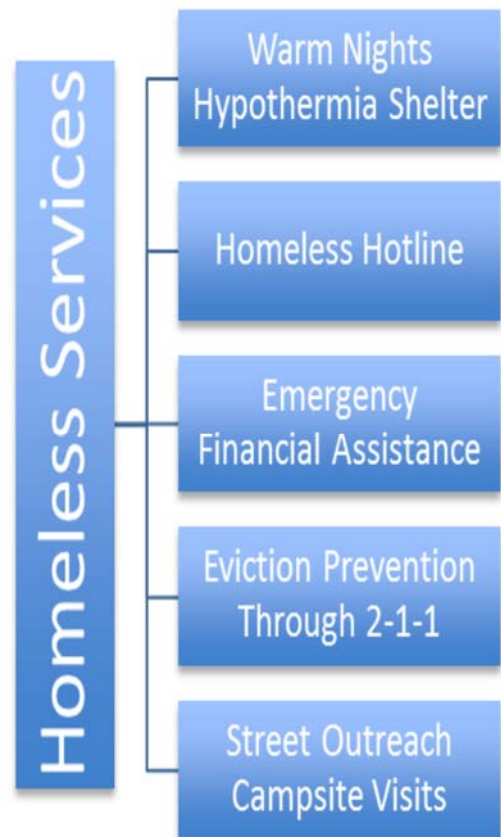


WARM NIGHTS

This year we are thrilled to announce that we are moving the shelter from seasonal to year-round!. With huge thanks to the Prince George’s County Department of Social Services and the Prince George’s County Council.

Bednights were reduced in FY 17 as we worked more efficiently to move folks to next steps and we had a much milder winter than the year before. We look to help households identify next steps and get on their journey to housing stability quickly.

- ◆ 107 households remain stably housed through emergency financial assistance
- ◆ Answered nearly 30,000 calls for shelter placement and homeless services information and support
- ◆ Referred 825 households (1513 persons including 674 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 children
- ◆ Provided case management to 4 households in transitional housing.



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 41,915 calls on three suicide hotlines
- Facilitated problem solving and offered support to over 24,250 calls on our crisis lines
- Offered thorough, timely attention and screening of child/adult protective calls through our Prince George’s County Child/ Adult Protective Services Screening Unit
- Offered a safe and supportive connection to over 7,800 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.

40% of unaccompanied homeless youth between the ages of 14 and 24 identify as GLTBQ.

1 in 3 homeless youth will be sexually trafficked or lured into prostitution within 48 hours of leaving home.

You can help

A CHRISTMAS CAROL

December 8-17
First Baptist Church of Hyattsville

Proceeds will be donated to homeless services in Prince George’s County.

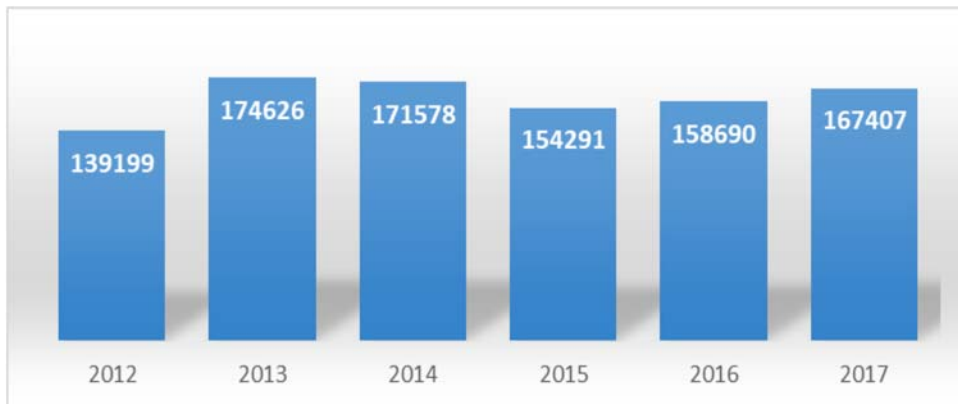
Call 301-864-7095 Ext. 432 or email bill@ccsimd.org for more information.

A joint production of Wolf Pack Theatre Company, Community Crisis Services Inc. and First Baptist Church of Hyattsville.



CCSI partnered with Wolf Pack Theatre Company and First Baptist Church of Hyattsville to produce a modern version of “A Christmas Carol” benefitting the Warm Nights Shelter

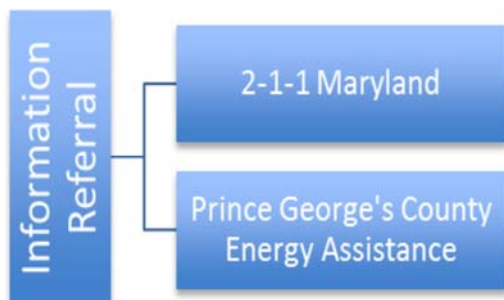
Call Totals by Year



*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!*

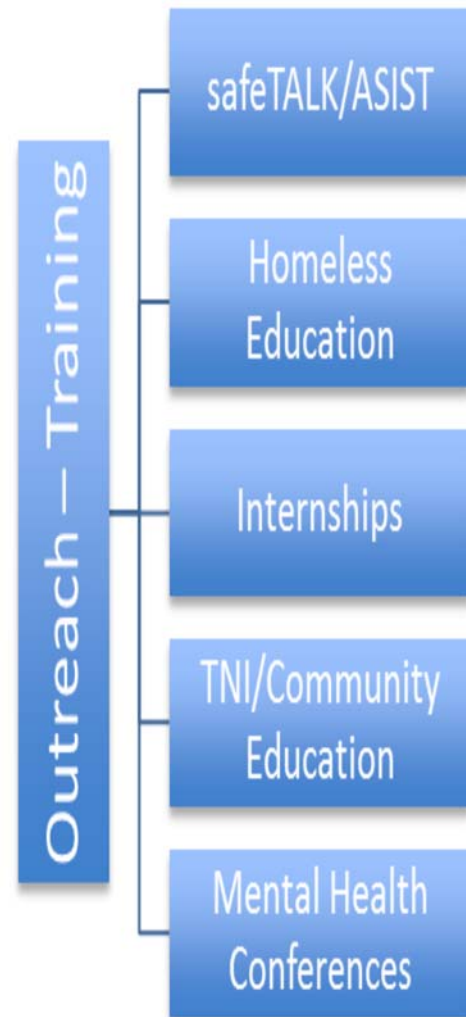
*

“I am so glad I called today—I cannot tell you how scared I was and the things I was thinking. The counselor helped me figure things out and stay safe. I am forever grateful.” Just one of many amazing stories that happen every day on the hotline!



- Connected over 20,349 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 17,726 calls
- Provided critical information, referral and application updates to over 25,000 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 6,000 resources statewide

- Provided field instruction to 15 social work interns from local universities helping them to build vital crisis intervention skills as they work towards becoming social workers
- 148 individuals trained in safeTALK (Suicide Alertness For Everyone) – helping communities to become alert to the warning signs of suicide
- Trained 72 caregivers in ASIST (Applied Suicide Intervention Skills Training)
- Participated in three Train the Trainers session for ASIST – graduating 73 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.
- Held our first “P.S.-There is Hope” event—to show the world that crises happen and people not only survive but thrive.



The music world was taken by storm this year with the release of Logic’s 800-273-TALK—a suicide prevention anthem.

“Logic’s song is an opportunity to make the conversation about suicide—a chance to intervene—a chance to choose safety—a chance to make a difference!”

The song resulted in a 300% increase in calls to the Lifeline.

Some of the many supporters of Community Crisis Services

Prince George's County Government
Office of the County Executive
Prince George's County Council
M-NCPPC Department of Parks and Recreation
Town of Riverdale Park
Cities of Bowie and Hyattsville
United Way of Central Maryland
CAS Cares
Geppetto Catering
ZIPS Cleaners College Park
Charity Logic, "I-Carol"
TJX Foundation
Train Printing
Town Center Market
Community Foundation for the National Capital Region
St. John's Episcopal 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



Community Crisis Services, Inc.
STATEMENT of FINANCIAL POSITION
 June 30, 2017

The following is a summary of financial statements incorporated in the annual audit report issued for years ended June 30, 2017 and June 30, 2016. The complete financial statements and notes are available upon request from Community Crisis Services, Inc.

ASSETS		<u>2016</u>	<u>2017</u>
CURRENT ASSETS			
Cash and Cash Equivalents	\$	42,652	\$ 33,323
Accounts Receivable		127,969	164,567
Prepaid Expenses		4,780	10,964
Total Current Assets		<u>175,401</u>	<u>208,854</u>
PROPERTY AND EQUIPMENT			
Net of Accumulated Depreciation		<u>419,356</u>	<u>404,322</u>
Total Assets	\$	<u>594,757</u>	\$ <u>613,176</u>
LIABILITIES AND NET ASSETS			
CURRENT LIABILITIES			
Accounts payable	\$	21,092	\$ 19,791
Accrued salaries and taxes		33,015	34,855
Accrued vacation		13,181	13,904
Line of Credit		95,408	
Capital Lease Obligation		2,090	2,148
Mortgages Payable		<u>22,339</u>	<u>23,465</u>
Total Current Liabilities		<u>187,125</u>	<u>94,496</u>
LONG TERM LIABILITIES			
Capital Lease Obligation		6,241	4,093
Mortgages Payable		<u>117,689</u>	<u>94,225</u>
Total Liabilities		<u>311,055</u>	<u>192,814</u>
NET ASSETS			
Unrestricted, as restated		195,536	284,449
Temporarily restricted		<u>87,166</u>	<u>135,913</u>
Total net assets		<u>283,702</u>	<u>420,362</u>
Total liabilities and net assets	\$	<u>594,757</u>	\$ <u>613,176</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
Henry Bishop	



CCSI Board Vice President Cecelia Melvin-Scott and Executive Director Tim Jansen accepting a Proclamation from the County Council for the Warm Nights Shelter.

CCSI STAFF

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

Hotline Specialists:

Jasmine Anthony, Alexis Beale, Vanessa Berben, Jessica Brown, Maya Brown, Jay Carroll, Paul Davis, Shalonda Gladden, Kendall Goldstein, James Lewis, James Moran, Emily Nord, Xuanthy Nguyen, Danaile Pelzer, Jon Powell, Tamira Robeson, Florence Rozario, Kameke Richardson, Anreace Seabrooks, Nathan Shin, Julia Snider, Nick Trevino, Precious Wellington,

Warm Nights Staff:

Christopher Allen, Juana Ayala, Devorah Brown-Hawkins, Andre Gore, Antonia Hale, Harry Herrera, Sarah Jones, Steven Jefferson, Joel Pittman, Rashawn McCalaster, Cynthia Savage, Latoya Singleton, Andre Stanley, Malika Watkins, Wesley White,



CCSI Board and Staff at our 2017 Annual Meeting



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.

**Suicide Prevention Hotline
301-864-7130 or 1-800-273-TALK**

**Maryland Crisis Hotline
1-800-422-0009**

**Maryland 2-1-1
Dial 2-1-1 or 301-864-7161**

**Homeless Hotline
1-888-731-0999**

If you are interested in providing financial support please contact our Development Director William Leary at 301-864-7095 ext 432. or bill@ccsimd.org.

If you are interested in volunteering on the hotline please contact our Call Center Director Nathan Dimes at 301-864-7095 ext 426 of nated@ccsimd.org.

If you are interested in volunteering at the Warm Nights Shelter contact our Shelter Director Deidre McCalaster at 301-864-7095 ext 429 or deidrem@ccsimd.org.