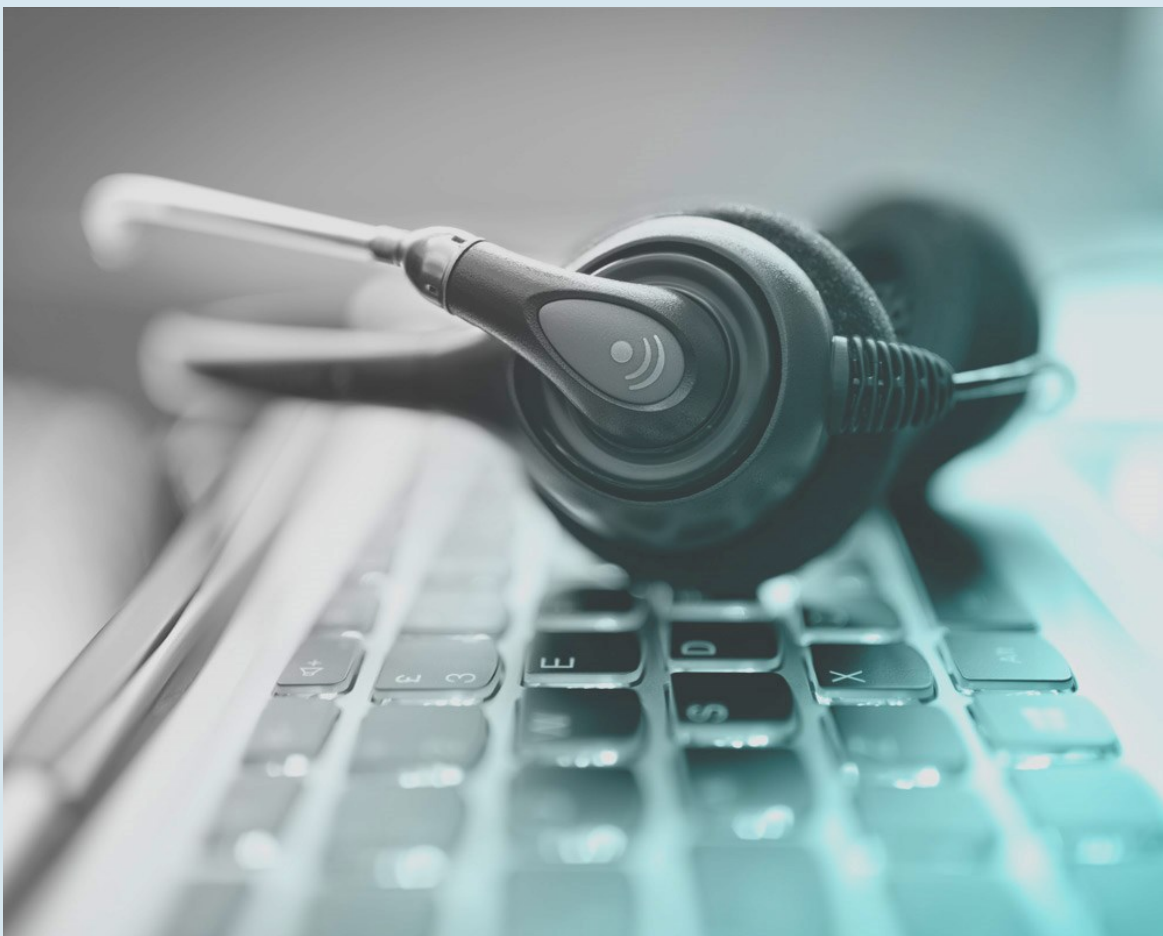




CCSI Community Crisis
Services, Inc

Annual Report 2018



Community Crisis Services provides compassionate crisis support through its hotline, safe shelter programs and information and referral 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 2018 has been! We were as busy as ever – answering over 200,000 calls and providing over 8,900 bed nights in the shelter. Our biggest accomplishment was merging with Family Crisis Center of Prince George’s County. The merger, under the CCSI moniker, doubles the budget and staff of CCSI. As one agency we are working to be bigger, better and stronger in our efforts to meet the needs of those in crisis. The boards of each organization has worked diligently to ensure clients remain our top priority.

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, domestic 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.

This was personally the most gratifying and the saddest of my 22 year CCSI career. The merger has been amazing—working to make two staffs one, working to make sure best practices are installed throughout the combined agency and moving two boards into one. The work was challenging, exciting and rewarding. The end of the year brought some sad times. My right hand, my friend and agency COO Melanie Arroyo passed away suddenly and unexpectedly. Melanie’s smile and no-nonsense approach helped me and the agency every day and it is so missed. So take some time and tell the important folks in your life that they **MATTER!!!!**



Timothy Jansen,
Chief Executive Officer



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.

IN LOVING MEMORY OF



Melanie Arroyo



Trenett Smith

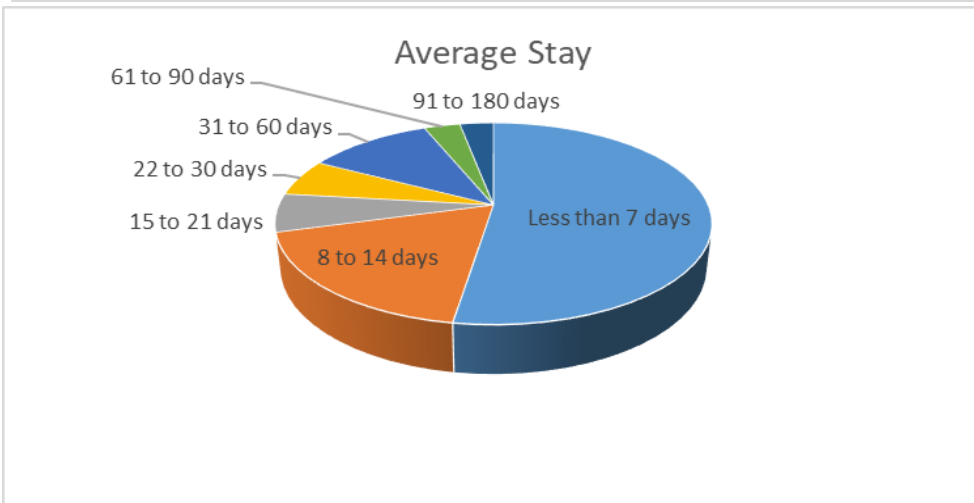
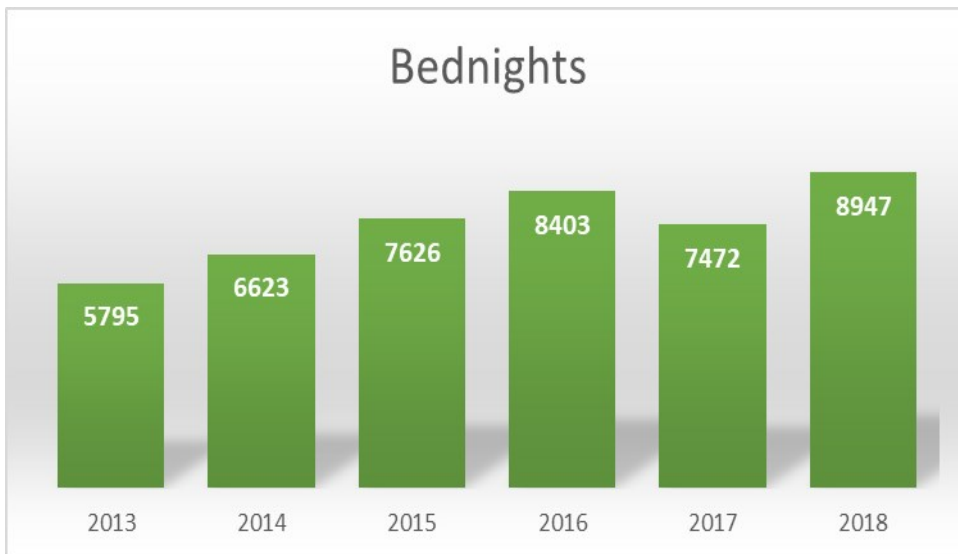
*“God broke our hearts to prove to us
he only takes the best.”*

FRIENDS who left us in 2018

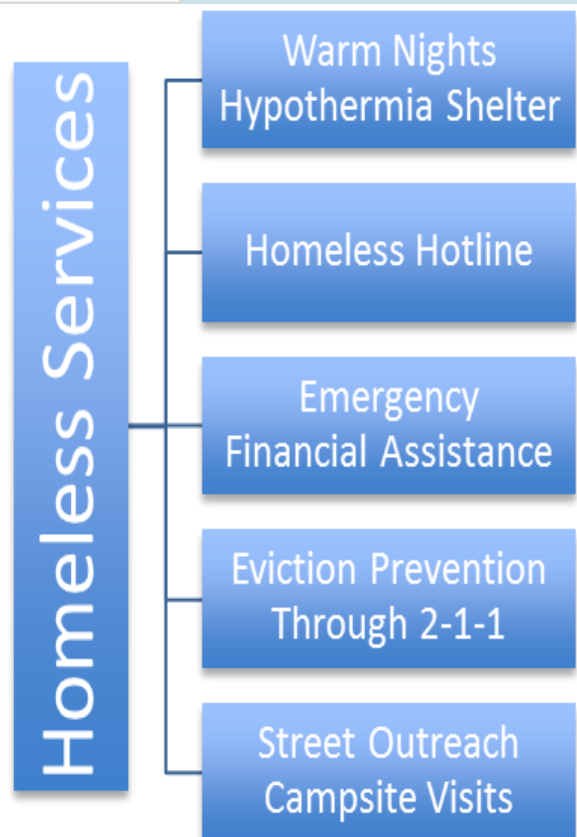
WARM NIGHTS

Warm Nights exists to ensure that no one is without a warm bed at night. We work diligently to ensure that all who need a bed have one. That bed comes with three meals and case management to help folks start the process back to stability.

Our average stay continues to get shorter as we work hard to get folks out of shelter and into their next step.



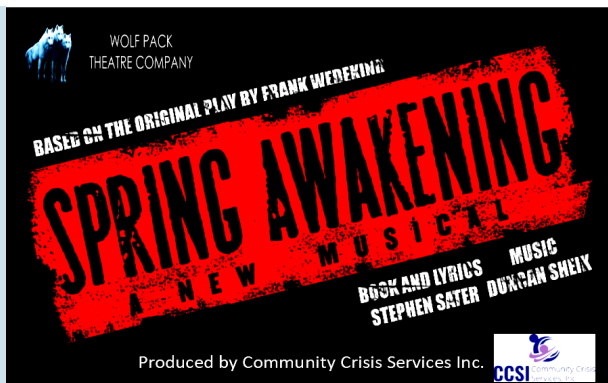
- ◆ 111 households remain stably housed through emergency financial assistance
- ◆ Answered nearly 21,076 calls for shelter placement and homeless services information and support
- ◆ Referred 830 households (1283 persons including 417 children) to Prince George's County Shelters
- ◆ Helped 53 out of 61 families who resided at Warm Nights move to housing or longer-term shelter
- ◆ Provided shelter for 356 individuals including 61 families with children
- ◆ Provided case management to 11 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!

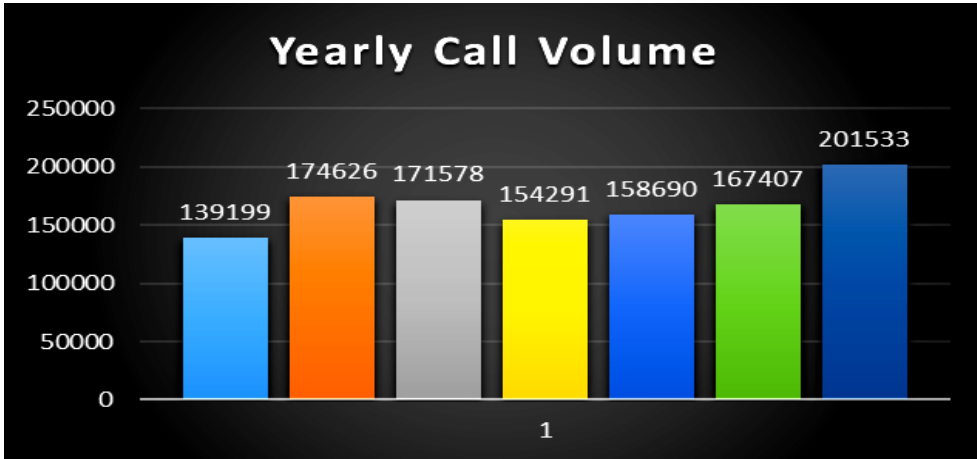


- Provided compassionate support and intervention when needed to over 65,608 calls on three suicide hotlines
- Offered thorough, timely attention and screening of child/adult protective calls through our Prince George’s County Child/Adult Protective Services Screening Unit
- Offered a safe and supportive connection to over 6,686 callers on the Trevor Helpline
- Answered 201,533 calls on all our hotlines
- Answered 2,883 calls on our Domestic Violence Hotline providing support and shelter to those in need.



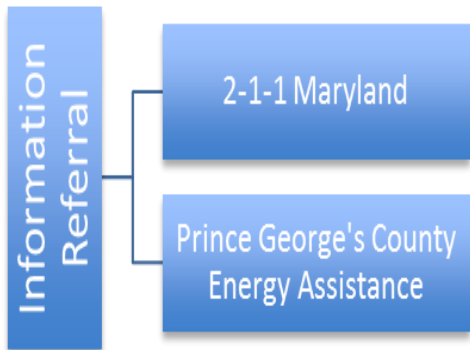
CCSI partnered with Wolf Pack Theatre Company to produce “Spring Awakenings” a powerful musical about coming of age in the 19th century with messages about abuse and suicide and produced “A Christmas Carol” - raising funds for CCSI

Call Totals by Year



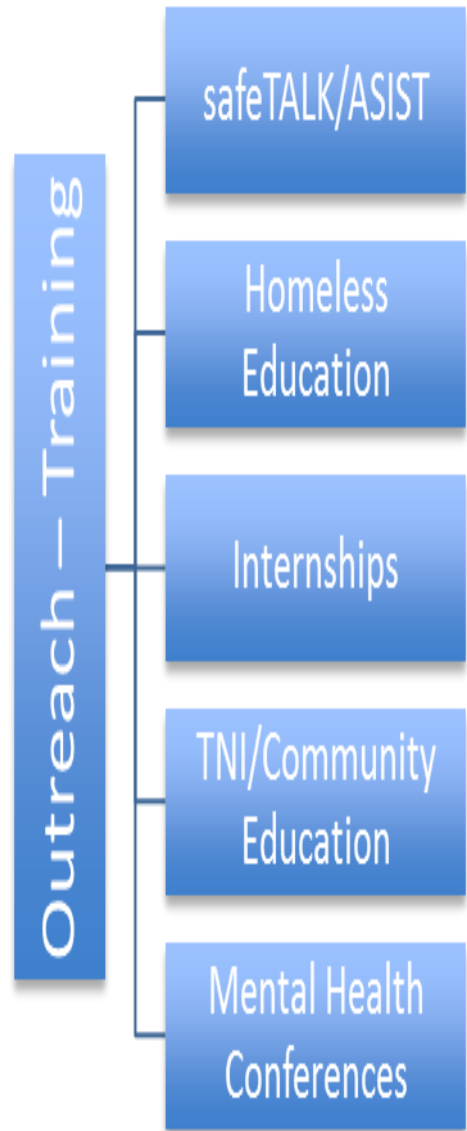
CCSI has grown from a single hotline in a closet-sized office to an indispensable resource in the community – as you can see – The need is always there and growing!

One morning last Fall, we received a call from a 16 year old who was having thoughts of suicide and had a gun. Police had been called by a neighbor. The caller was scared and struggled to find reasons to stay safe. Police showed up and allowed our counselors to talk with the young man. A two-hour conversation led to the young man putting the gun down and allowing the police to assist him. This young man would likely have allowed police to shoot him without the valiant efforts of his counselors.



- Connected over 19,032 callers with information and referral supports on Maryland 2-1-1
- Supported and ensured continuity of access for 16,276 2-1-1@ the United Way of Central MD by answering calls
- Provided critical information, referral and application updates to over 24,878 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 19 social work interns from local universities helping them to build vital crisis intervention skills as they work towards becoming social workers
- 278 individuals trained in safeTALK (Suicide Alertness For Everyone) – helping communities to become alert to the warning signs of suicide
- Trained 144 caregivers in ASIST (Applied Suicide Intervention Skills Training)
- Participated in four Train the Trainers session for ASIST – graduating 90 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 second “p.s.-There is Hope” event—to show the world that crises happen and people not only survive but thrive.



“Last night (01/23) I called at around 8:28PM & spoke to someone for about an hour and 8 minutes. I think she was female. She has two dogs. I just wanted to say thank you. I feel a weird emptiness because I cannot reach back to her personally. I've considered calling this line so many times. But I had finally laid out everything I needed to leave, but took a breathe & called. Whomever I spoke to was so nice & sincerely helped me analyze answers I needed. I cannot express that after over 25 years of therapy, psychiatric treatment & medicine that this person had a kindness & wisdom unlike any other. I left feeling like I had the opportunity to explore life further & reasons why I wanted to explore life further. Please let her know I said thank you and that she has changed my life unlike anyone else ever has.”

Some of the many supporters of Community Crisis Services

Corporate/Foundation/Business

- Northrop Grumman
- Microsoft
- Domestic Violence Community Assistance Fund
- Prince George's Domestic Violence Grant
- MGM Foundation
- Philip L. Graham
- Wolf Pack Theatre Company
- MarketPlace
- Grace Lutheran Church
- Larry T. Weiss Co. Inc.
- Prince George's County Dept. of Housing and Community Development
- Town Center Market
- Prince George's County Council
- Johanna Morris Women's Missionary Society of Turner Memorial AME Church
- The Town of Riverdale Park
- The Christian Life Center
- Joe Leffson, Train Printing
- Maryland 2-1-1
- St. Andrew's Episcopal Church



Individuals (over \$250)

- Bea Rodgers
- Andre and Colette Gingles, Gingles LLC
- Peter Orvetti and Family
- George and Denise Stephanos and Family
- Catherine Kyle
- Christopher and Rebecca Overly
- Family and Friends of Daniel Michael Carducci
- Susan Smithers
- Stephen and Danielle Beitzell

PHILIP L. GRAHAM FUND



Community Crisis Services, Inc.
STATEMENT of FINANCIAL POSITION
 June 30, 2018

The following is a summary of financial statements incorporated in the annual audit report issued for years ended June 30, 2018 and June 30, 2017. The complete financial statements and notes are available upon request from Community Crisis Services, Inc.

ASSETS		<u>2017</u>	2018
CURRENT ASSETS			
Cash and Cash Equivalents	\$	33,323	\$ 86,928
Accounts Receivable		164,567	211,953
Notes receivable			24,901
Prepaid Expenses		10,964	24,204
Total Current Assets		<u>208,854</u>	<u>347,986</u>
PROPERTY AND EQUIPMENT			
Net of Accumulated Depreciation		<u>404,322</u>	<u>408,825</u>
Total Assets	\$	<u>613,176</u>	\$ <u>756,811</u>
LIABILITIES AND NET ASSETS			
CURRENT LIABILITIES			
Accounts payable	\$	19,791	\$ 20,915
Accrued salaries and taxes		34,855	56,620
Accrued vacation		13,904	13,904
Line of Credit			6
Capital Lease Obligation		2,148	2,207
Mortgages Payable		<u>23,465</u>	<u>24,467</u>
Total Current Liabilities		<u>94,496</u>	<u>118,299</u>
LONG TERM LIABILITIES			
Capital Lease Obligation		4,093	1,887
Mortgages Payable		<u>94,225</u>	<u>69,577</u>
Total Liabilities		<u>192,814</u>	<u>189,763</u>
NET ASSETS			
Unrestricted, as restated		284,449	473,237
Temporarily restricted		<u>135,913</u>	<u>93,811</u>
Total net assets		<u>420,362</u>	<u>567,048</u>
Total liabilities and net assets	\$	<u>613,176</u>	\$ <u>756,811</u>

Board Officers:

President: David K. North

Vice President: Cecelia Melvin-Scott

Treasurer: Ronald Harris

Secretary: Kimberly Adams

Immediate Past President: Catherine Kyle

Board Members:

Patrick Cumba Ravin Tatman

Doub Sahbreck Sahnra Stevenson

Nydia Ocasio Douglas Holland

Norberto Martinez Carolyn Mooney

Charline Jacob Patricia Bunn

Matthew Tedesco



**“P.S There is Hope”
was our second
annual fundraising
breakfast
highlighting the
success of our
neighbors after
crisis**

CCSI STAFF

Chief Executive Officer:	Tim Jansen
Interim Executive Director FCC:	Michele Williams
Chief Operating Officer:	Melanie Arroyo
Director of Homeless Services:	Kisha Neloms
Development Director	William Leary
Call Center Director:	Jamieson Brill
Volunteer & Outreach Director:	Nathan Dimes
Operations Manager:	Tasheika Wester
Human Resources:	Kira Simmons
Director of Client Services:	Don Phillips
Warm Nights Shelter Manager:	Deidre McCalaster
Safe Passages Shelter Manager:	Gwen Benton
Assistant Shelter Director:	Cheryl George
Grants Manager	Franklin Winters

Hotline Specialists: Miraj Abd'al-Rahim, Jasmine Britt, Logan Dechter, Kimberly Doyle, Genevieve Ebot, Stacy Embrack, Gisselle Excoabar, Quanetta Evans, Alana Frederique, Lilian Garcia-Herrera, Dakita Halloran, Lovine Martion, Ross McKim, James Moran, Zelle Ndika, Sharon Nickelberry, Gabrielle Parson, Danaille Pelzer, Kimberly Ramirez, Nina Remy, Kameke Richardson, Chayvontre Ross, Florence Rozario, Anreace Seabrooks, Nathan Shin, Dominique Simmons, Kevin Stafford, Erika Stevens JANEise Sturdivant, Alem Tesfaye, Anthumie Thifault, Joanne Thomas, Avis Thompson, Chariana Torres, Alexandria Wheeler, Tianna White, Phillip Williams, Winston Williams, Timmecca Wilson

Warm Nights Staff: Edward Baumgartner, Charlene Bright, Mirriene Brown, Charlene Chigbue, Tynee Dickens, Gloria Foxx, Harry Herrera, Darnell Pearce, Diangelo Scott, Karen Scott, Calvin Vines,

Safe Passages Staff: Keenya Banks, Angelia Brown, Jasmine Epps, Temiptope Fagbemi, Tamicca Johnson, Krystle Joyner, Rori Knight-Durham, Monique Montague-White, India Smith, Tiffaney Webb,

Family Violence Intervention (FAMVIC) Staff: Elda Cordone, Diamond Nottingham, Pricscilla Oredugba, Peter Singletary, Regina Weitzman, Tisha Wright



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

Domestic Violence Hotline
201-731-1203

Maryland Crisis Connect / 2-1-1
2-1-1 or 1-800-422-0009

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 Jamieson Brill at 301-864-7095 ext 426 or jamieb@ccsimd.org.

If you are interested in volunteering at the shelters or for outreach please contact Volunteer & Outreach Director Nathan Dimes at 301-864-7095 ext 427 or nated@ccsimd.org.