



Transitions + Growth

CRISIS CENTER, INC.



2 0 2 3

Letter From the Executive Director

Dear Friends,

This past year has been a time of significant transition for all levels of the Crisis Center. Change can be challenging, but it can also be a time of real opportunity. New energy, new ideas, new passion. The dedication and hard work of the Crisis Center staff is paying off and we are so excited about the future and the Crisis Center's ability to have an even larger impact in our community.

The need is increasing across every single program of the Crisis Center. Mental health issues are continuing to increase and, unfortunately, reaching a crisis level for more people than ever before. We are seeing an increased need for all of our services and, with many of our programs, we are being asked to do more and more with less funding and fewer resources. The Crisis Center's staff and volunteers are truly dedicated to the mission of the Crisis Center. This is not just a job.

We are all connected and healthy connection plays a vital role in our wellbeing. When someone is in crisis they often feel alone, isolated, and like there is no hope. The loss of hope can lead them down a tragic path. This is why the Crisis Center is so important to our community. At the Crisis Center, we understand the power of human connection. We have the training and expertise to help people deal with whatever their own personal crisis is. We make an emotional connection with people who are struggling and let them know they are not alone. We are able to reassure them that there is hope and healing on the other side of trauma. This empowers them to make healthy connections as they do the work to move out of crisis and into healing and thriving.

We are all connected to the work of the Crisis Center in some way. Help is available to anyone who reaches out, and there is no cost for services. There may come a time when you or your loved one need these services and we will be here to take the call.

The Crisis Center is critical to building a healthier community, and this benefits everyone. We have been part of our community for 54 years and look forward to continuing this impact. The services are needed now more than ever. Our goal for 2024 is to reach more people, do more work, and make a bigger difference.

Together we can do so much!

Sincerely,

Ana Sullivan

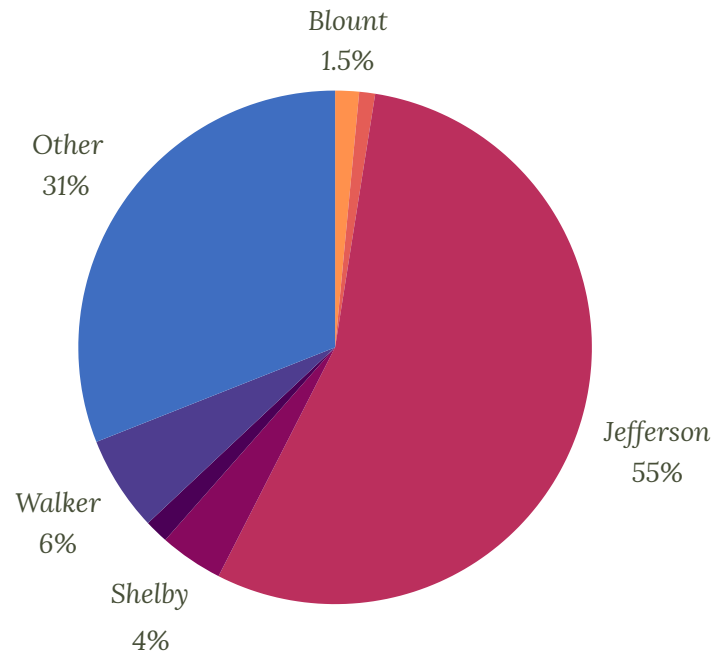


SUPPORTING RECOVERY

Our recovery clients may originate from various locations in Alabama, yet most of them reside in Jefferson County.

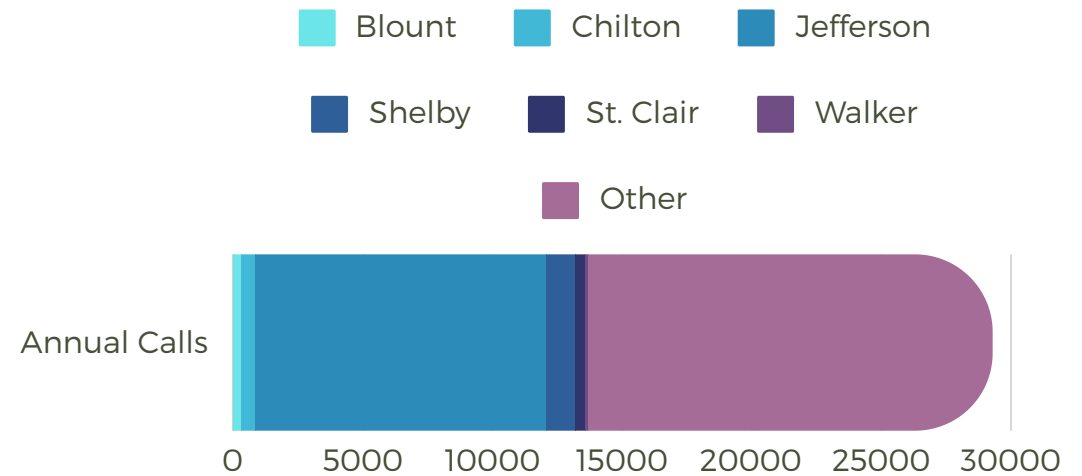
Following Jefferson is Walker County, recognized as "Ground Zero" for the opioid epidemic in our state.

In acknowledgment of the pressing demand in that area, we have sustained operations at the Walker County Recovery Resource Center.





988 & CRISIS SUICIDE LINE 2023



Phone Reassurance

SENIOR TALK LINE

**189 SENIORS
REACHED**

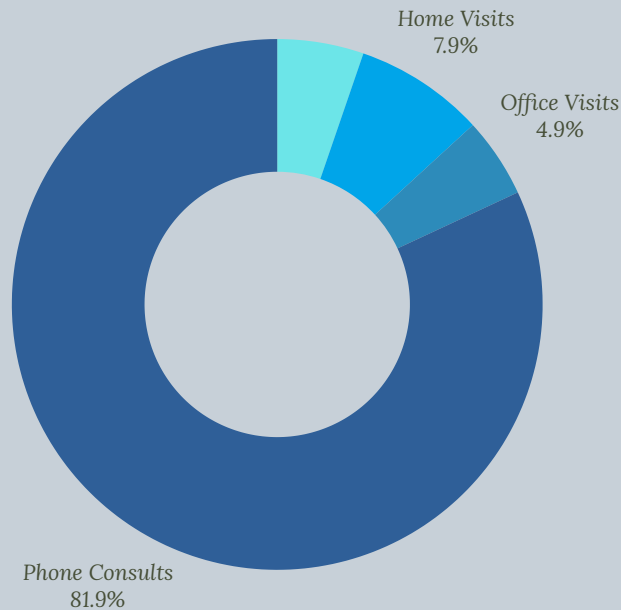
The Senior Talk Line aims to assist seniors in fostering healthy connections with others and themselves. This is achieved through daily calls to seniors and seeking community connections. Many program participants experience isolation due to various factors like illness, limited mobility, lack of transportation, and reduced social networks, leading to loneliness and potentially severe mental health issues.

YOUTH SERVICES

**797 YOUTH
REACHED**

The Youth Services program's key function is to offer prevention education for school-aged children and teenagers. The topics covered include: Safe Dates, Healthy Relationships, Personal Boundaries/Consent, Bystander Intervention, Cyberbullying, Bully Proof, Stress Management, Conflict Resolution, and other relevant subjects based on community needs or requests.

REPRESENTATIVE PAYEE PROGRAM



CLIENTS SERVED -
420

This program serves individuals in our community with a serious mental illness who are on Social Security and need assistance managing their benefits. The Crisis Center assumes responsibility for managing the individuals finances and often provides ongoing support, advocacy and case management for the individual.

Pat is a 64-year old woman who has been served by the Crisis Center Payee Program since 2015. She has lived in numerous communal living homes in Birmingham since being in our payee program, often having to move due to non-compliance with boarding home rules and exhibiting inappropriate behaviors. With advancing age, her physical health as well as mental health, has declined. Pat struggles with urinary incontinence, which has frequently resulted in being discharged from group home settings because of the increased workload it causes for providers.

In February, Pat was taken to UAB Hospital for an acute mental health episode. A social worker called the payee office to let us know that the caregiver told hospital staff that Pat could not come back to her facility once she was ready for discharge. This scenario is fairly common, and puts pressure on the payee staff to find a new residential placement for individuals like Pat who have low income and serious mental and physical health issues.

With the assistance of the UAB Hospital social worker, we applied to Alabama Medicaid for Pat's possible admission to a nursing home. Admission eligibility is based only on medical needs, not mental health issues. Fortunately, Pat's documented history of incontinence met medical necessity under Medicaid guidelines, and her application was approved. With UAB's connections to nursing care facilities, a Medicaid bed was found for Pat. The payee case manager completed the extensive paperwork required by the nursing home and she was accepted for placement.

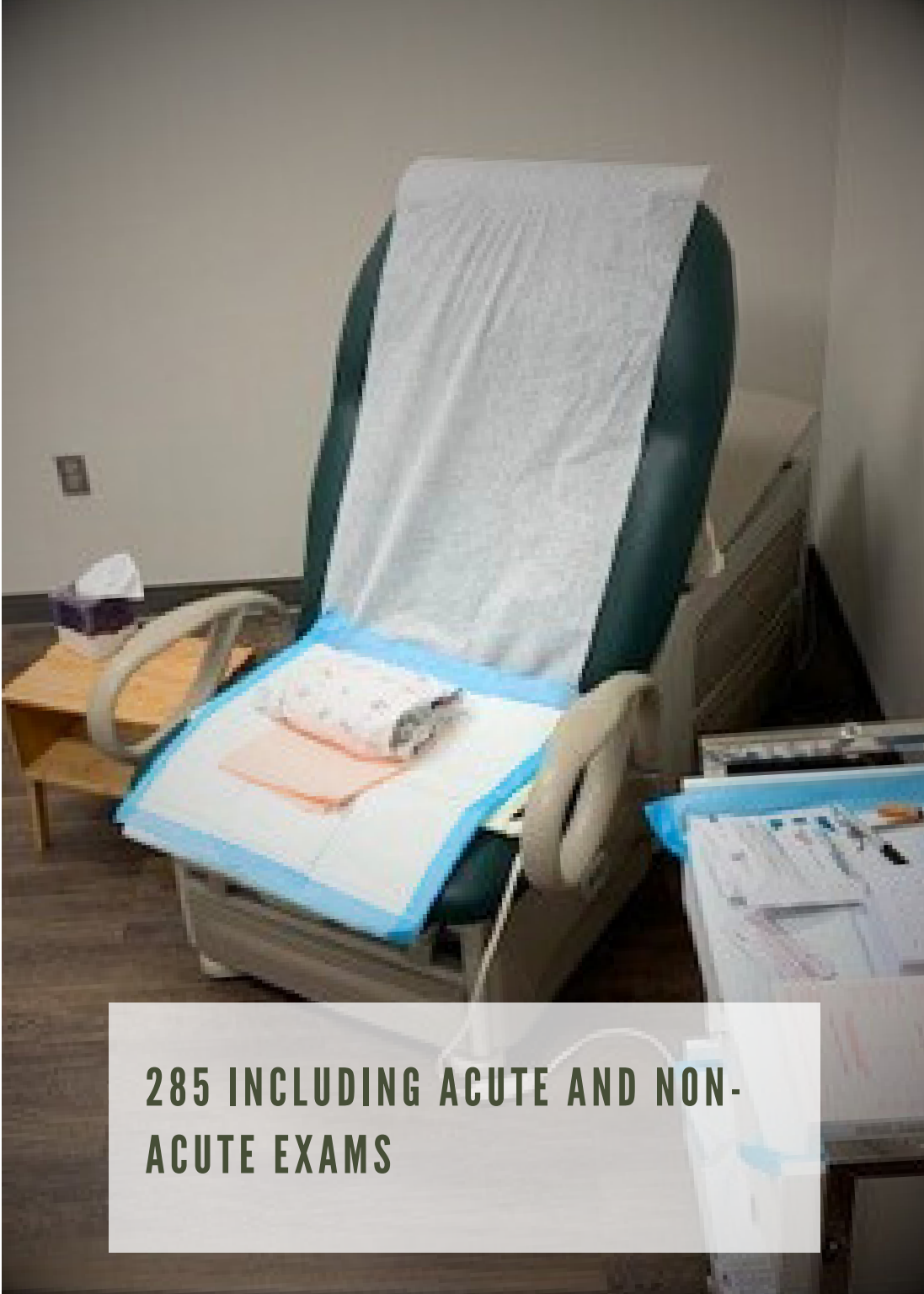
Pat's situation is a typical example of Payee Program case management involvement in not just financial management, but across multiple social domains: housing, medical, transportation, emotional, and securing concrete needs.

S.A.N.E.

SEXUAL ASSAULT NURSE EXAMINER CLINIC

Sexual Assault Services funding has been decreasing on the Federal level. This has resulted in several organizations in our state closing. Currently, 22% of the counties in Alabama do not have a Sexual Assault Nurse Examiner clinics, leading to even more demand for our services.

Our services are free and available to anyone in need.

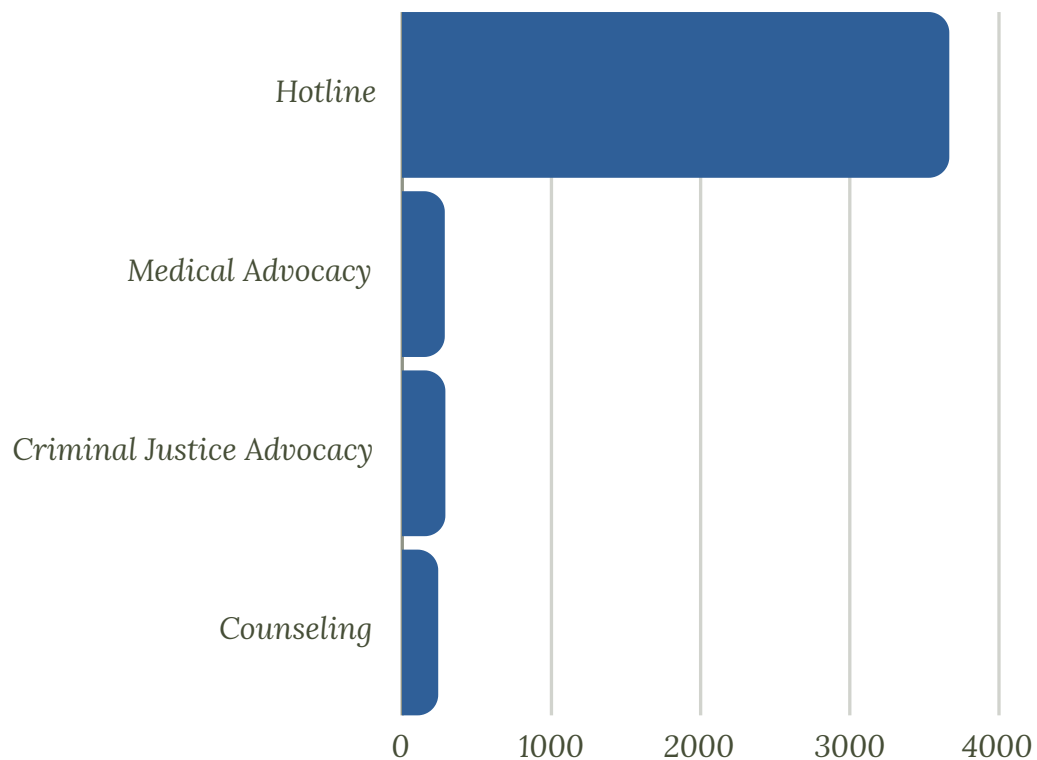


**285 INCLUDING ACUTE AND NON-
ACUTE EXAMS**



Advocacy & Emotional Support

RAPE RESPONSE



VOLUNTEERS

KEEP US GOING 24/7



Crisis & Suicide Line

Crisis & Suicide Line volunteers provide unconditional positive regard to individuals facing personal crisis, 24 hours a day, seven days a week.

Rape Response

Rape Response's volunteer advocates play a crucial role in supporting survivors of sexual violence through empathetic support during SANE exams.

Senior Talk Line

Senior Talk Line volunteers provide supportive calls to seniors and caregivers of seniors who are dealing with loneliness and isolation

Youth Services

Youth Service's volunteers play the important role of providing genuine support for kids and teens in crisis with empathy and nonjudgmental positive regard.

VOLUNTEERS ARE CRITICAL TO THE SUCCESS OF OUR MISSION!

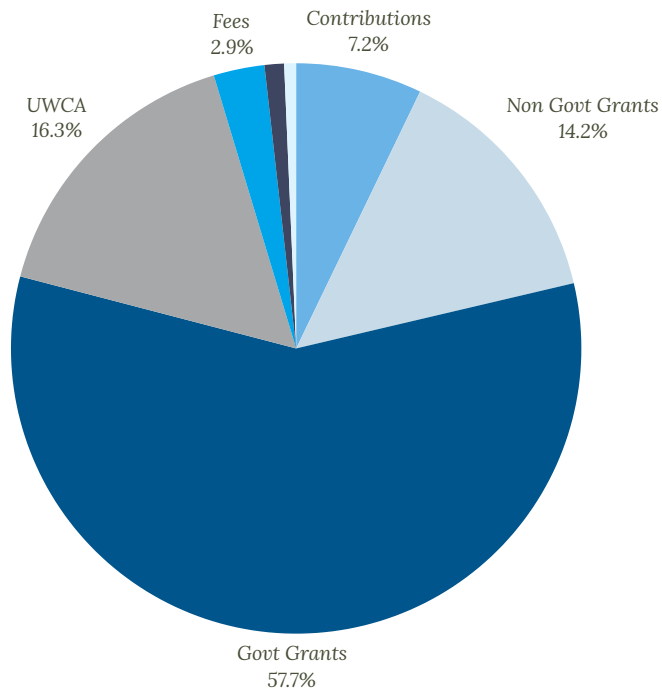
<https://www.crisiscenterbham.org/volunteer/>



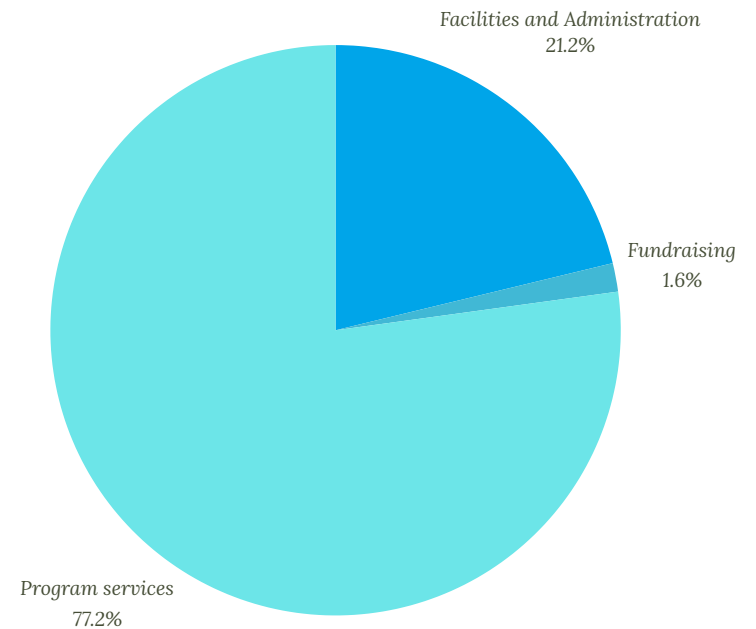
You help every day.

THANKS FOR YOUR SUPPORT.

Total Revenue



Expense



Total Revenue

3,855,948*

C R I S I S C E N T E R I N C

**Reflects unaudited financial data from January 1 -
December 31, 2023*

BOARD OF DIRECTORS

SUSAN HAYNES

WESLEY HYDE

CICELY JONES

SOODY NELSON

NICOLE PERRY

ADAM PITTMAN

ROBERT RUMPH

YVONNE SHELFER

REBECCA WEIL

Crisis Center, Inc.
3620 8th Ave S, Ste 110
Birmingham, AL 35222
205-323-7782
www.crisiscenterbham.org

Our mission is to serve the unmet needs of people experiencing personal crisis or mental health issues and respond with services that promote coping, emotional health and well-being.

