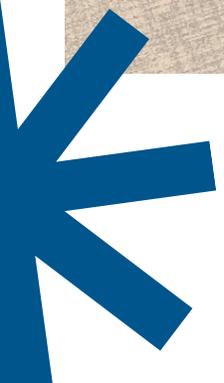




# ANNUAL REPORT 2024

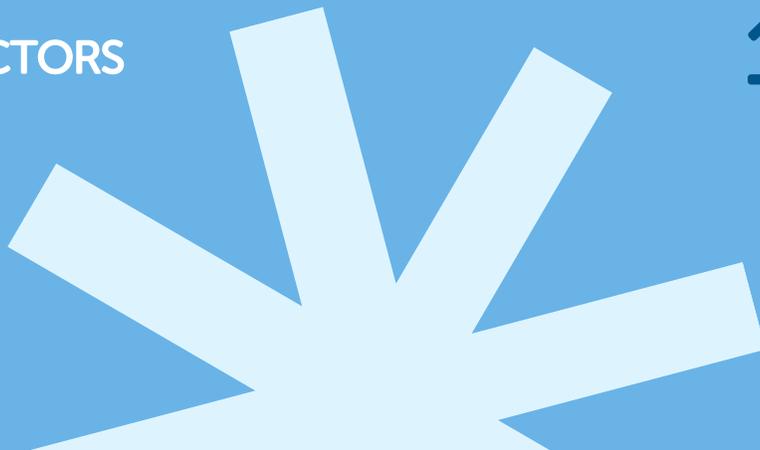


Prepared by  
**ELIZABETH THERIOT**



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# REFLECTING ON 2024

2024 was a year of powerful stabilization and growth at the Crisis Center. We hired new program and administrative leaders, welcomed team members and volunteers across programs, and benefited from professional development and growth opportunities. We've been able to increase our reach, and the impact of our work is powerful. For example, our effort to distribute free Naloxone has helped contribute to an unprecedented decrease in fatal opioid overdoses, and evidence collected at our SANE clinic has helped identify 188 serial sex offenders in Jefferson County alone.

The need for our services continues to grow. Crisis impacts everyone, and our work reaches every corner of the community. The needs of people in crisis are not only widespread and diverse, but also interconnected. Mental health issues, sexual harm, substance use, loneliness: none of these exist in isolation. And none of us should have to suffer alone.

The Crisis Center provides hope in what is often someone's darkest hour. Healing is possible through connection; even a small sense of hope can make an enormous difference and turn someone in crisis towards a new path, away from further suffering.

This September, the Crisis Center celebrates 55 years of service. What started with a single phone in the basement of City Hall has grown into an organization with eight programs, some of which serve our entire state. I am so proud of everything our dedicated staff accomplished in 2024, and excited for new opportunities to increase our impact and connect with our community in 2025. Together we can make our community even better, for all of us.

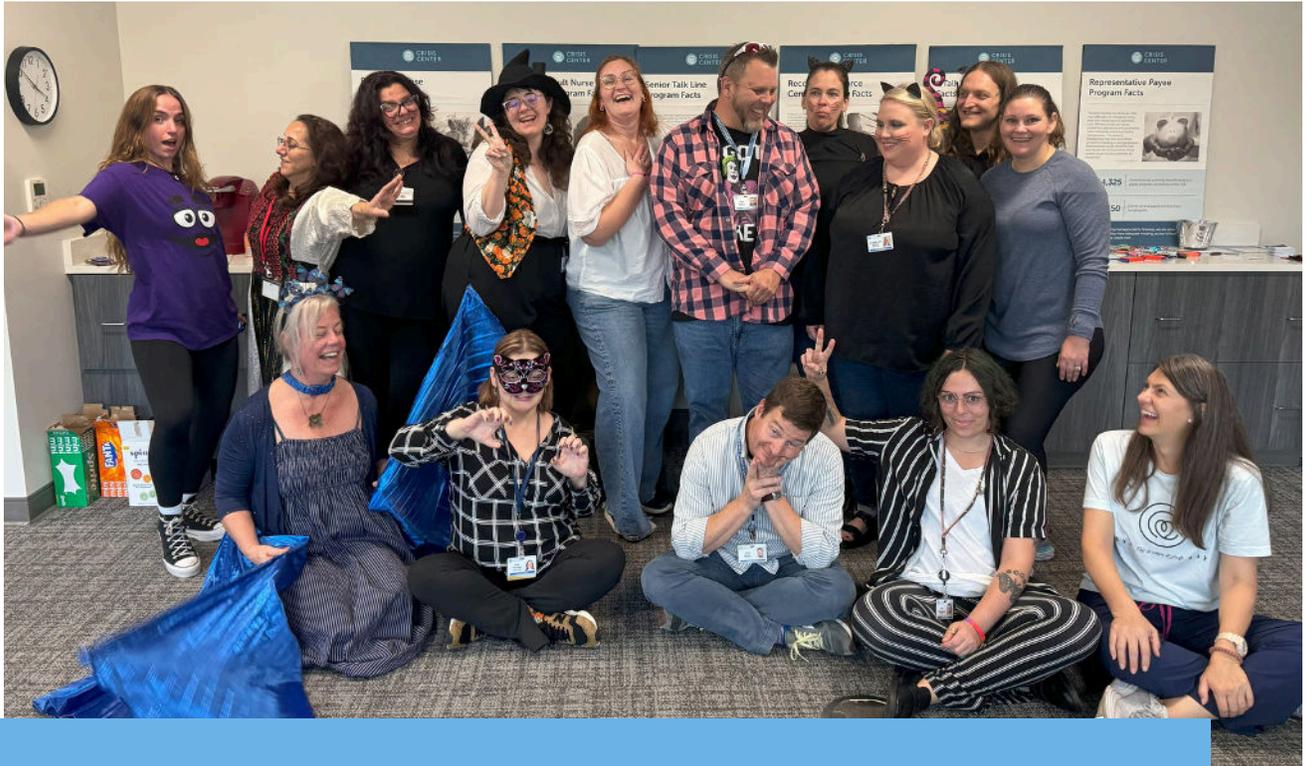
Thank you for joining us in our mission!



Ana Sullivan



**ANA SULLIVAN**  
Executive Director



# EMPATHY, CONFIDENTIALITY, UNCONDITIONAL POSITIVE REGARD

## 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 wellbeing.

over

# 52,700

contacts and connections



# CRISIS & SUICIDE LINE

The program that started the Crisis Center in 1970 is still an invaluable resource for those experiencing crisis. People calling our line can speak with crisis counselors who have strong connections to the resources in our community and a personal understanding of the needs of people living in our state.



**“ While each caller may have phrased this slightly differently, there has been a recurring phrase that has come through the hotline in 2024: 'It feels so nice to just talk and not be judged.' ”**

**-Chris Suda, CSL Program Coordinator**

**3x**

the number of volunteers since 2023

CSL volunteers receive trauma-informed, culturally-conscious training that becomes a huge resource for their communities; they are advocates for mental health awareness and harm reduction.

**7,948**

calls in 2024

The line is available 24/7/365, which means crisis counselors are there for our community during some of the most difficult times of year, like the winter holidays.

# SEXUAL ASSAULT SUPPORT SERVICES

Our Rape Response and SANE (Sexual Assault Nurse Examiner) programs work together to address the needs of survivors through medical-forensic examinations, counseling, advocacy, legal advocacy, and community education. Our Rape Response hotline is available 24/7/365 and all services are free.



## 274

medical advocacy cases

An on-call SANE is available 24/7 for survivors seeking exams. A medical exam isn't required to utilize our Rape Response services.

## 267

legal advocacy cases

If a survivor wishes to file a police report, an advocate will support them throughout the law enforcement and criminal justice proceedings.

## 185

counseling sessions

One-on-one counseling sessions are available for survivors and secondary survivors, as well as our Survivors of Sexual Harm Support Group.

# 971

case management  
follow-ups

Survivors receive follow-up support within 72 hours of their visit, and after 3, 6, and 12 months.

# 302

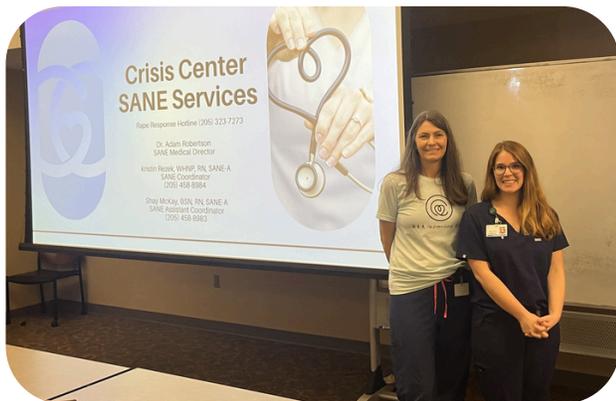
PREA letters

Through PREA (Prison Rape Elimination Act), our program offers hotline services to incarcerated individuals, performs exams, and sends counseling modules via mail.

# 1,499

outreach materials  
distributed

The Education and Outreach Coordinator raises awareness about our services, and our SANE team forges connections with medical professionals, law enforcement, and emergency service providers.



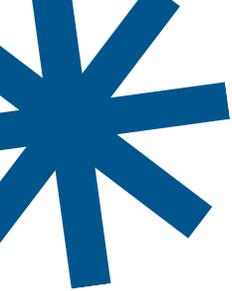
## PATIENT SURVEYS: *What did we do well?*

“

*Great emotional support and provided information that was new to me about my body that I will always remember. Very easy to talk to and understand.*

“

*Everything. Candace and Vicky were very nice and tended to me well! Made me feel very comfortable and even made me laugh a couple times.*



# YOUTH TALK LINE

Our youth hotline is available 7 days a week for children aged 6 – 18 to discuss any issues they're facing. With a new program coordinator hired in 2024, we've been able to bring back YTL texting and expand outreach and education. This year, our Youth Services is also launching a Teen Board to further engage young people in our community.



**By providing tools and resources that are both practical and memorable, we empower youth to make informed decisions, build resilience, and apply what they've learned in their daily lives.**

**-Layce Jemison, Youth Services Coordinator**

**>300**

calls, texts, and in-person connections in 2024

Our Youth Services Coordinator works hard to raise awareness of our youth line, forge connections, and increase outreach opportunities in the community.

**100%**

increase in volunteers

After a period with no Youth Services Coordinator, our YTL lacked its own volunteers. Now, the program has 15 active volunteers answering calls and texts.

# SENIOR TALK LINE

Due to endemic loneliness, senior populations are at an increased risk of dying by suicide. STL provides supportive connection through weekly telephone calls to seniors and their caregivers, with the goal of alleviating the negative impacts of social isolation and loneliness.



*The annual Santa for Seniors gift-giving project helps ensure our seniors don't feel forgotten during the holidays. This initiative was supported by a local women's group and the Jefferson County sheriff's department.*

**6,841**

calls made in 2024

All of our seniors receive weekly calls, and sometimes as many as three. Many volunteers have been calling the same seniors for years.

**100%**

of interested seniors matched with a volunteer

With an increase in volunteers, we were able to move every interested senior off the wait list and match them with a dedicated caller.

# REPRESENTATIVE PAYEE PROGRAM

A Representative Payee manages the Social Security income for individuals who can't manage their own money, often due to severe mental illness. Financial management includes budgeting, paying bills, and ensuring that beneficiaries' basic needs are met.

**115**

new intakes

**450**

beneficiaries  
served

**2,179**

case management  
assistance

**3,217**

home visits to  
beneficiaries

**Chris' story illustrates the RPP's commitment to holistic case management. Our support extends beyond financial oversight, addressing critical needs such as housing, healthcare, transportation, emotional support, and overall well-being.**

“

*Chris, a 66-year-old beneficiary, lived in a communal residence while battling severe COPD, a result of long-term smoking. Despite medical advice, he struggled to quit.*

*In September 2024, Chris suffered a medical emergency and was rushed to UAB Hospital. While he remained in the ICU for nearly a month our RPP staff worked closely with the hospital's social work team to secure a long-term care solution. We facilitated applications to local nursing homes and coordinated with Alabama Medicaid. Finally, a local nursing home accepted Chris.*

# RECOVERY RESOURCE CENTER

Navigating the substance use treatment system can be overwhelming. The RRC is a collaborative initiative dedicated to simplifying that process by providing a central point of information. Staff answer questions, initiate the treatment process, and make referrals as needed.



**4,038**  
clients served

Peers listen and share their lived experiences. They provide support, harm reduction education, and linkage to care.

**2,227**  
clinical assessments

Assessments are required to enter treatment programs, which can be cost-prohibitive for many people. We provide clinical assessment services at no cost to the individual.

**2,599**  
treatment referrals

Peers consider various factors when referring clients, such as lack of insurance, gender, veteran status, place of residence, and specific substance(s).

# 61%

of clients admitted to treatment programs

Beginning treatment isn't always easy. We help overcome barriers including lack of transportation and navigating a provider's admission process, so clients can maintain hope of recovery post-assessment.

# <2,300

doses of Naloxone distributed

Widespread distribution of Naloxone has helped contribute to an unprecedented decline in fatal overdoses in the United States.

# 78

community events and resource fairs attended

Our RRC team shares life-saving resources across our service areas, helping to empower our community and reduce harm.

“

**When I came to the RRC in 2020, I didn't know what resources existed for someone like me: recently unhoused, currently in treatment, in need of further treatment but without insurance, lacking basic necessities like a cell phone, terrified of what would happen next. My Peer treated me with compassion rooted in her personal experience with SUD, and I got the referrals I needed.**

**Fast forward to 2025 and I am 5 years sober, and 3 years working as a Peer with the RRC! I'm celebrating my long-term recovery with the same people who supported me in getting there, and I have the opportunity to support others like me.**

**-Julia D., Peer Support Specialist**



# 988 NATIONAL SUICIDE PREVENTION LIFELINE

Our chapter of 988 saw huge growth in 2024, including significant increases in call specialists and management positions, additional funding, community outreach, and cultivation of partnerships with local organizations and authorities. Last year, our 988 program was the only 24/7 chapter in Alabama.



*Governor Kay Ivey signed a proclamation recognizing September as Suicide Prevention Awareness Month in Alabama, an important moment for mental health advocacy.*

**13,872**  
total calls in 2024

Robust funding and marketing on the national level means that awareness about 988 is higher than ever before.

**78%**  
answer rate

The percentage of calls answered grew from 38% in 2023 to 78% last year. Our answer rate has only continued to grow.

**>2x**  
call specialists since the program's start

Our 988 program began with just eight employees answering the line, and has grown to include 22 call specialists and other management positions.

# DRIVEN BY VOLUNTEERS SINCE 1970

Our dedicated volunteers assist people in our community who may be feeling desperate, frustrated, and fearful. They value all people, regardless of their situation in life, and are thoroughly-trained in crisis intervention practices, de-escalation skills, trauma-informed counseling, and cultural humility.

# 67

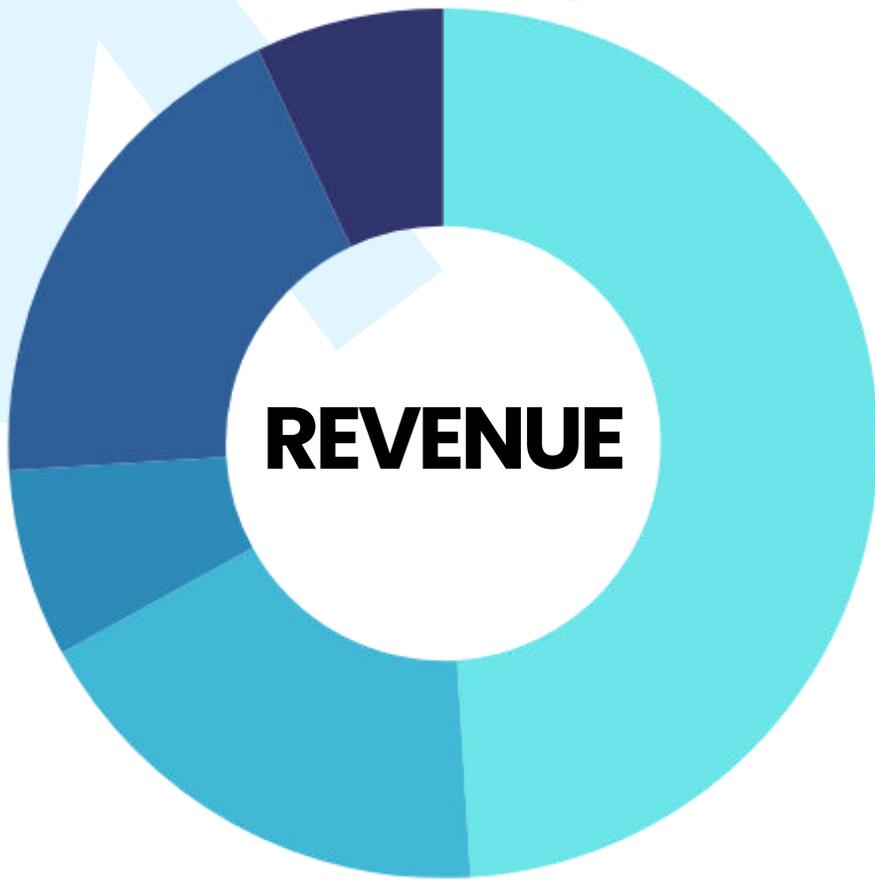
active volunteers

# 13,636

volunteer hours worked



**Visit our website to  
learn more about  
volunteering and  
how you can make  
a difference in  
Central Alabama.**



**56%**  
Government Funding

**17%**  
Individual, Corporate,  
and Nonprofit Funding

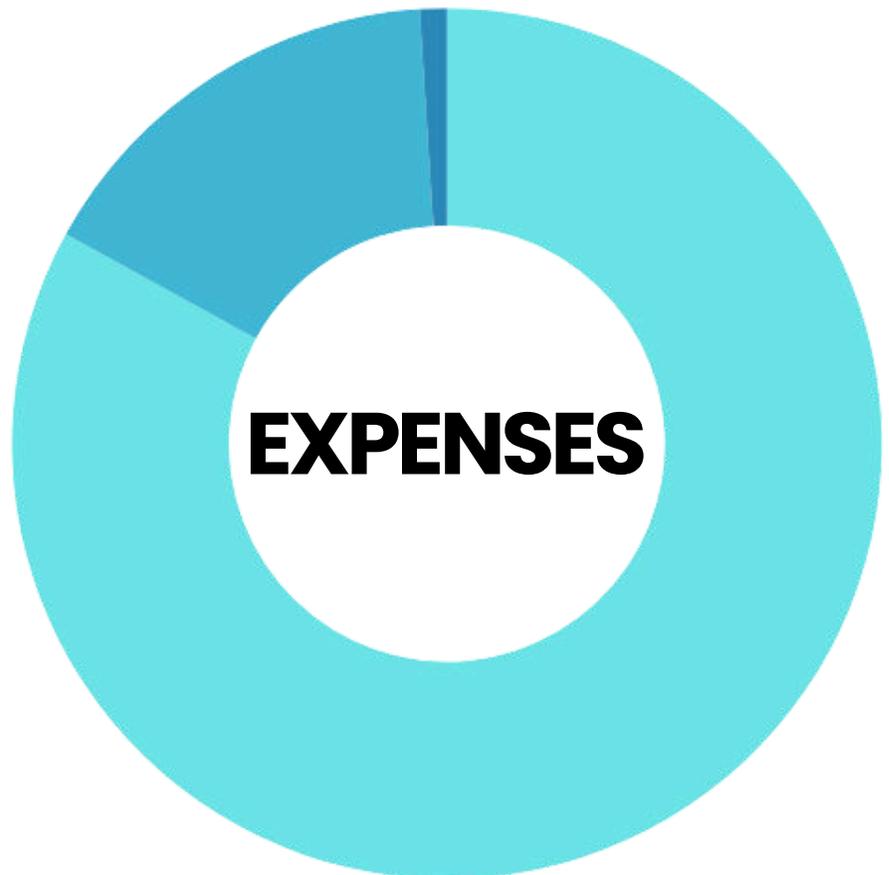
**17%**  
UWCA Allocation

**8%**  
Other Non-  
Government Funding

**2%**  
Other Income and  
Fundraising

Total Revenue:

**\$4,045,488.50**



**83%**  
Program Services

**16%**  
Facilities and  
Administration

**1%**  
Fundraising and Other  
Expenses

# YOUR SUPPORT MAKES A REAL DIFFERENCE

**\$71,237.38**

raised by individuals and  
family foundations

Nonprofits can face incredible uncertainty when it comes to funding. The work we do is fueled by the support of individuals in our community who care deeply about crisis intervention and reducing harm.

**60% of  
donations  
were under  
\$100**

# THANK YOU!

# **BOARD OF DIRECTORS**

Adam Pittman, President

Nicole Perry-Marshall, Vice President

Robert Rumph, Secretary

Soody Nelson, Treasurer

Dr. Sandhya Garg

Susan Haynes

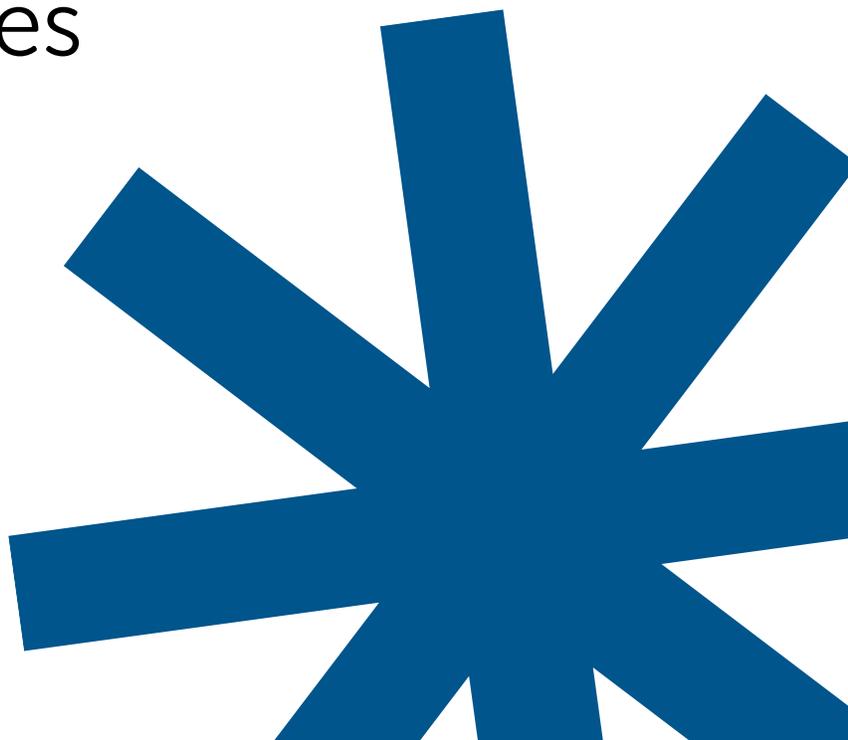
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Yvonne Shelfer

Lashawna V. Stokes

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Kristine Williams



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