

**CRISIS  
CENTER** INC

# 55 YEARS of answering the call

ANNUAL REPORT 2025



*Prepared by Elizabeth Theriot*

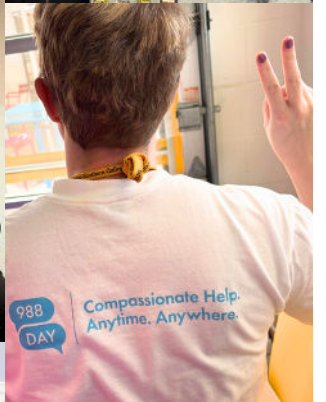
# A lot has changed since 1970,

when the Crisis Center first began operating with a single phone in the basement of city hall. A dedicated group of volunteers came together for the wellbeing of their community and started answering the line with a simple phrase: *May I help you?*

In the 55 years since the Crisis Center received its first call, society has gone from rotary phones to instant video chats across the globe. We've seen developments those original volunteers couldn't have predicted, like a national 24/7 suicide prevention hotline and the availability of a medicine that can safely reverse overdoses.

## **What hasn't changed?**

**People in our community still need support. And 55 years later, the Crisis Center is still here answering the phone, sending the message that you are not alone.**





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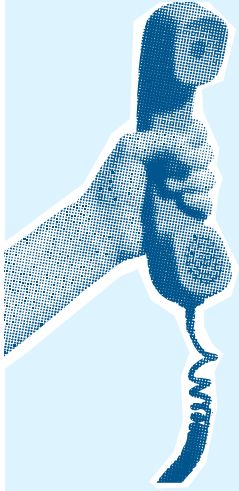
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# IT'S FOR YOU!

a message from our Executive Director, Ana Sullivan

**For 55 years, the Crisis Center has existed as a vital resource for our community. You help make it all possible.**

Founded in 1970 by dedicated volunteers, the organization was built on a simple but powerful belief: that having somewhere to turn in moments of crisis can **offer hope in the darkest hours** and connect individuals to the support they need to move from crisis to healing—and ultimately, to thriving. **This work depends on the strength of our community.** We simply could not do it without you. Every person who volunteers, donates, shares our mission, or advocates for change plays a critical role in advancing our work and strengthening the communities we serve.

Together, we are making meaningful progress. While many of our programs directly serve Central Alabama, our impact extends beyond these six counties. Our Recovery Resource Center supports people across the state, and our 988 program is part of a nationwide network providing life-saving support across the country. The results are powerful. Between 2024 and 2025, fatal overdoses declined by an unprecedented 30%. Researchers also found that the 988 Lifeline has contributed to nearly 4,400 fewer deaths by suicide among young people. Our work with the Sexual Assault Kit Initiative has led to the identification and arrest of repeat sexual offenders, and the diligent efforts of our SANE team helped identify a sex trafficker in our area who is now behind bars.

2025 presented unique challenges for the nonprofit sector. In the face of uncertainty, we have witnessed extraordinary resilience and commitment from our staff, partners, and supporters. People all around us show up every day to make Alabama healthier, safer, and stronger. We are deeply proud of this work, and of every individual who finds the courage to reach out for help.

Now more than ever, your support makes all the difference. Because of you, the Crisis Center can continue to provide connection, compassion, and hope to people when they need it most.

*Ana Sullivan*



# OUR MISSION

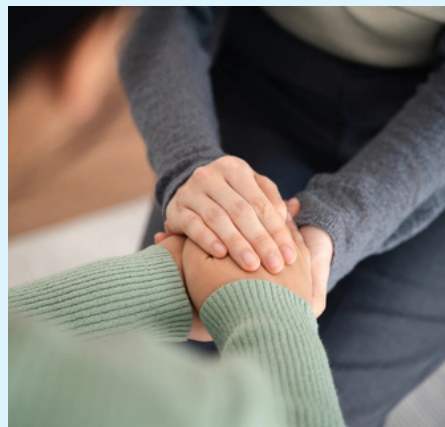
Empowering people with services that promote connection, stability, and hope.

# OUR VISION

A community that prioritizes healing and wellness, where every person has the support and resources they need to navigate and overcome crisis.

# OUR VALUES

Compassion, Courage, Confidentiality, Change



This year we introduced a new Mission, Vision, and Values to carry us into the next 55 years of compassionate service! These statements emphasize our commitment to countering loneliness with connection, the understanding that basic needs being met is a crucial piece of someone's wellness and healing, and recognition that asking for help takes courage. We believe each person deserves dignity and is capable of change.



# CRISIS CENTER INC



# OUR HISTORY



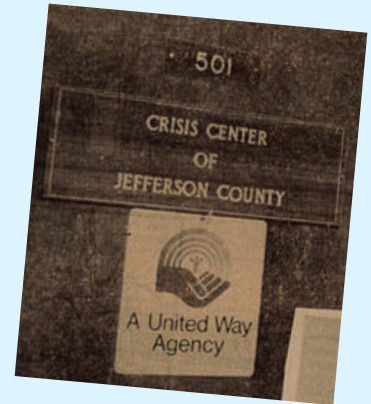
## 1970

volunteers begin operating the line from the basement of city hall



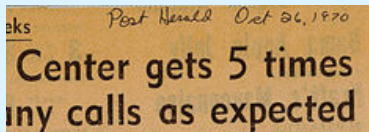
## 1973

we are accepted as a United Way Community Chest agency



## 1975

Rape Response is established



## 1994

"Teen Link," now known as Youth Talk Line, begins



## 2001

the Senior Talk Line is established



## 2002

our SANE program is operational, with a single SANE on call



## 2010

Social Security appoints us as the organizational payee for our region



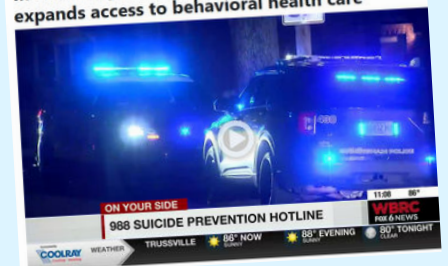
## 2018

The Recovery Resource Center opens

In the first year of launching 988, Alabama expands access to behavioral health care

## 2022

988 is accepted as a program of the Crisis Center

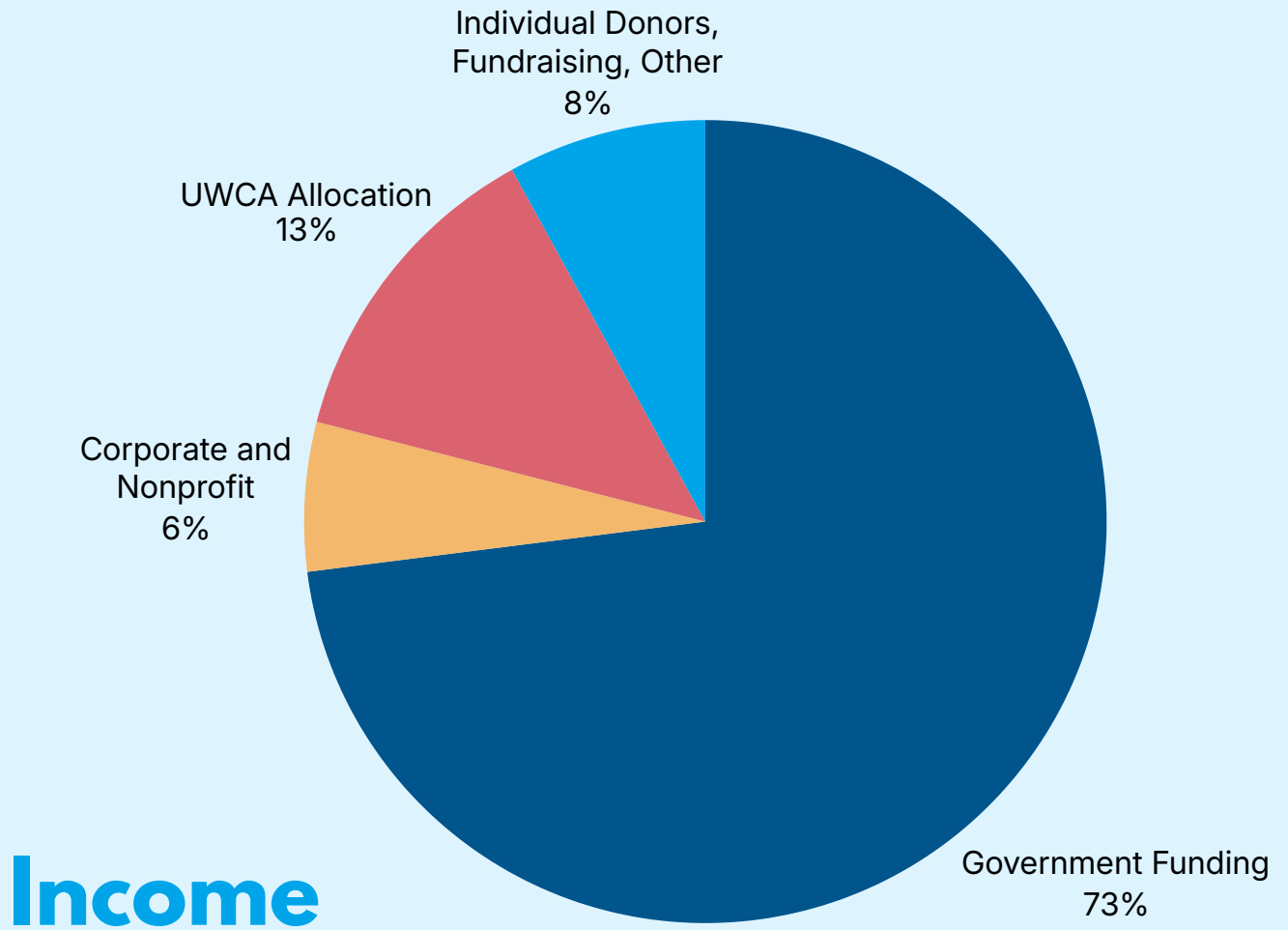




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# FINANCIAL OVERVIEW



## Income

The programs of Crisis Center Inc. are funded in part by the United Way of Central Alabama, the Law Enforcement/Traffic Safety Division of ADECA, the Jefferson County Department of Health, Alabama Department of Mental Health, Our Community Foundation of Greater Birmingham, the Walker Area Community Foundation, and the U.S Department of Justice, including SASP, VOCA, ARP, SOPP, VAWA, and PREA. We are also supported by the generosity of family foundations and individual donors.

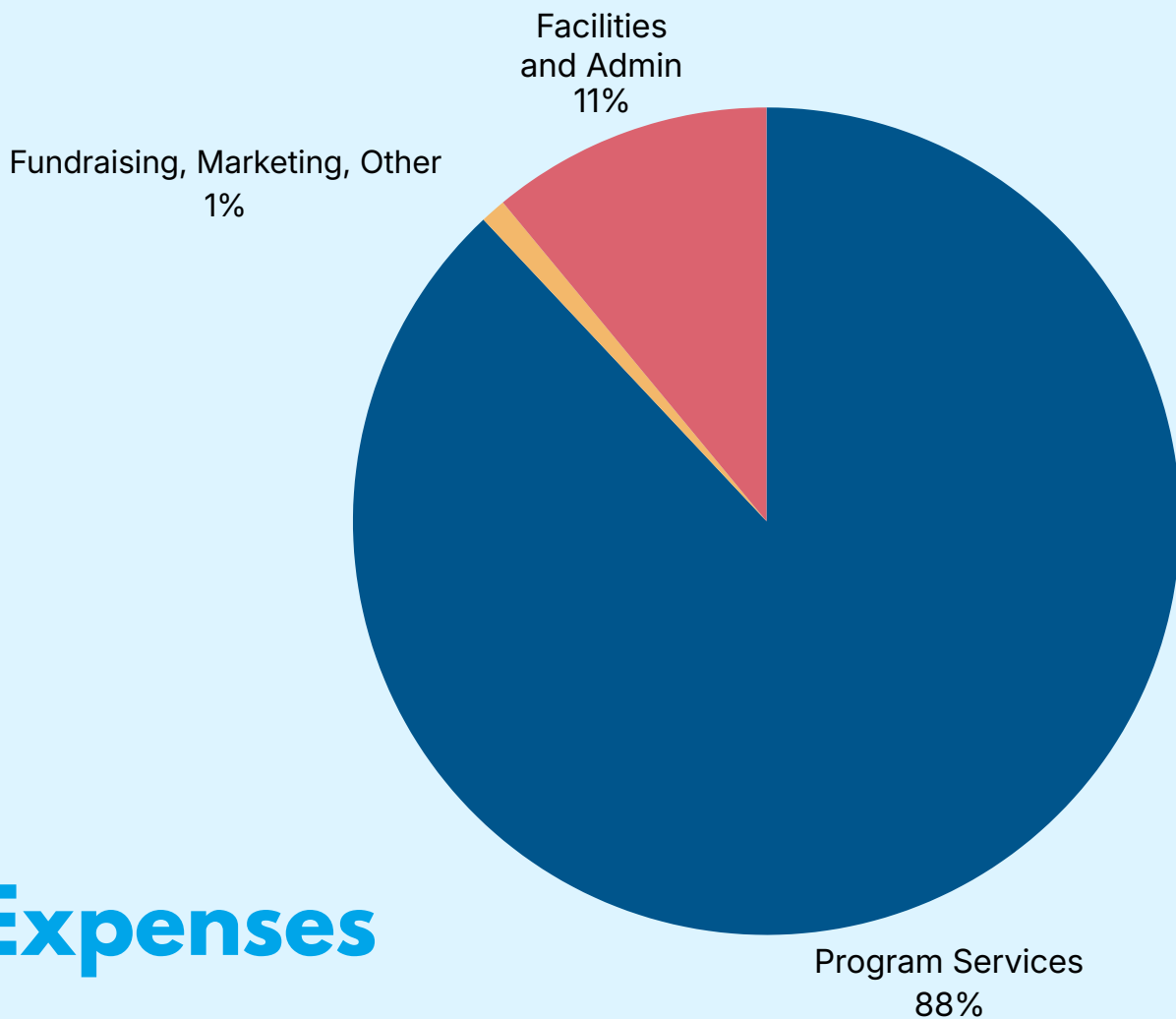




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# FINANCIAL OVERVIEW



## Expenses



WALKER AREA Community Foundation  
RESPONSIBLE GIVING RESULTS





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# YOUR SUPPORT MAKES A REAL DIFFERENCE.

Nonprofits can face incredible uncertainty when it comes to funding. The work we do is fueled by the support of individuals who care deeply about their communities.

Last year, we received **\$160,494** in donations from individuals and small businesses.



# THANK YOU!

# MENTAL HEALTH SUPPORT SERVICES

## Crisis & Suicide Line

People who are struggling can speak to crisis counselors with strong connections to local resources. Available 24/7, it provides non-judgmental listening, coping strategies, and more.

## Youth Talk Line

Available 7 days a week, this line offers support to youth and helps empower them to make informed decisions, build resilience, and apply what they've learned in their daily lives.

## Senior Talk Line

Provides supportive connection through weekly telephone calls to seniors and their caregivers to help alleviate the negative impacts of social isolation and loneliness.

## 988 Lifeline

Our chapter of the national crisis lifeline, offering 24/7 support for people facing emotional distress and other struggles.

## Representative Payee Program

Manages Social Security income for individuals who can't manage their own due to severe mental illness and developmental disabilities; includes budgeting, paying bills, and ensuring that clients' basic needs are met.

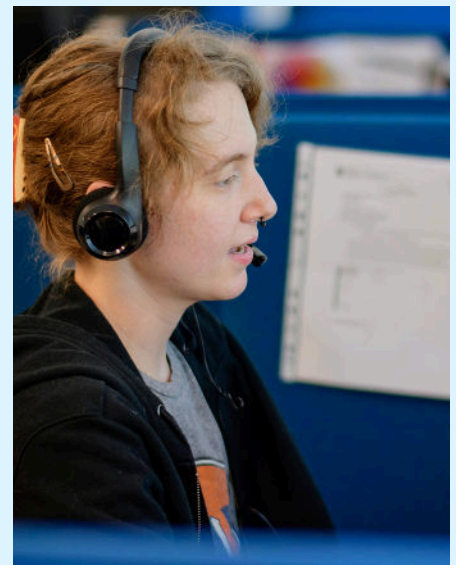


*"This moment marked the beginning of a journey towards self-acceptance and healing..."*

*-from a Youth Talk Line call*

*"Despite the despair she reached out—not for answers, but for connection."*

*-from a 988 call*



**31,009** hotline conversations

**8,181** calls made to seniors

**3,568** home visits to Payee clients

**86%** increase from 2024 in YTL calls & texts

**468** Payee clients served



*"One of our seniors has made great strides in the time we've been calling and always makes sure to inform me how appreciative she is of the volunteers that call, and what's special about each one. To her, **the volunteers are family.**"*

*-from the Senior Talk Line coordinator*

*"Their **gratitude** reminds us that what we do for the community is so needed."*

*-from the Crisis & Suicide Line coordinator*



*"His journey is one of resilience and determination. We are honored to support him as he takes these courageous steps toward **stability, self-sufficiency, and a brighter future.**"*

*-from the Representative Payee Program*



# SEXUAL ASSAULT SUPPORT SERVICES

Our Rape Response and Sexual Assault Nurse Examiner programs work together to address the needs of survivors through medical-forensic exams, counseling, advocacy, and community education.

**4,232** Rape Response hotline calls

**262** exams at our SANE clinic

**514** legal advocacy cases



*"Her story is a powerful reminder that **healing is possible at any stage of life** and that with care, community, and compassion, survivors can reclaim their strength and help light the way for others."*

*-from the Rape Response coordinator*



What did we do well during your visit to the Crisis Center?

Everything

**1,459** case management follow-up  
**208** counseling sessions



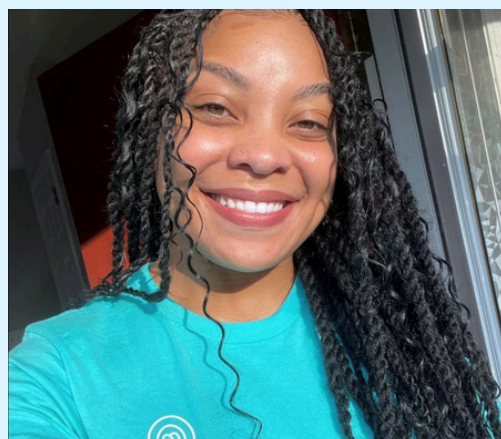
*"People's trauma responses are always different...crying, laughter, anger. When we get to **watch a person go from crying to laughter**, when you see them take a deep breath after their SANE examination...that is what validates our work."*

*-from Kristin, SANE nurse*

*"I feel my role has a big impact not only on my patients, but also in **helping the community become a safer place**.*

*I'm able to witness clients reclaim their sense of control and peace of mind. It's definitely not a job that gets easier, but is rewarding to say the least."*

*-from JaLynda, SANE nurse*



## How We Help Make Our Community Safer

Since 2020, our SANE clinic has submitted **over 470** evidence collection kits (commonly known as a "rape kit") to law enforcement agencies in Jefferson County. Our nurses collect evidence that is used to identify and prosecute serial sex offenders and sex traffickers, creating safer communities and helping survivors of assault find justice.

# RECOVERY RESOURCE CENTER

A collaborative initiative dedicated to simplifying the substance use treatment process and removing barriers to recovery; staff offer peer recovery support, clinical assessment services, and provide education and resources to prevent overdose.

**3,675** clients served

**2,606** assessments and referrals

**1,910** Naloxone doses distributed

**44%** clients entered ADMH-certified treatment programs



*"Personal connection makes such a difference in our client's lives, regardless of where they are on their journey...**Healing is not a linear experience**, and the RRC is here for clients whether they are sober or not, using or not, housed or not."*

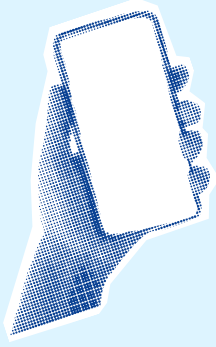
*-from John Bayles, RRC Director*



*"Witnessing clients make difficult choices—especially letting go of things they once considered non-negotiable—in order to **pursue recovery**, is what continues to inspire me."*

*-from Julia, Peer Support Specialist*





# NEW INITIATIVES

from the Recovery Resource Center

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## SAFE Care

provides care coordination to support the safety and well-being of infants and pregnant and parenting mothers affected by substance use disorder.

## Justice Navigation Project

offers dedicated services to help increase access to treatment for justice involved clients across the state.

## Care for Our Journey

is a collaborative street medicine project supporting Birmingham's unsheltered community. Partners including One Roof, Food for Our Journey, and Cahaba Medical Care provide medical, housing, and recovery support services.

*"Seeing his progress reinforced the importance of advocating for alternatives to incarceration and **the transformative impact of second chances.**"*

*-from Holly, Peer Support Specialist*





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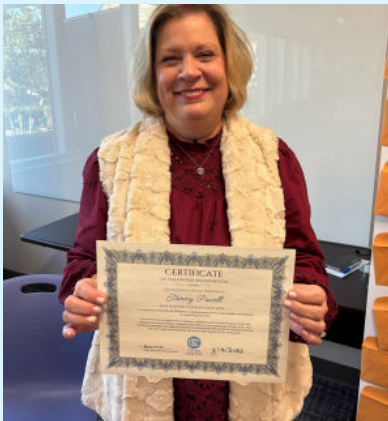


# FUELED BY VOLUNTEERS SINCE 1970

Our dedicated crisis counselors and advocates are thoroughly trained to provide the highest quality of support, developing skills that make an impact on the hotlines and beyond.

**64** volunteers  
**8,126** hours

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



*"I have been with the Crisis Center for about a year and a half and have learned so much and become **a much more empathetic person**. I love being there for someone in one of their toughest times. We work with so many strong people, but sometimes they need a shoulder to lean on and I am grateful to be that for them.*

*-from J, Rape Response volunteer*



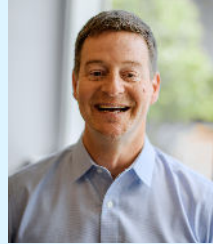
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# ADMIN & LEADERSHIP



Ana Sullivan  
*Executive Director*



John Bayles  
*Deputy Director, RRC Director*



Samuel Njuguna, CPA  
*Senior Accountant*



Elizabeth Theriot  
*Communications &  
Development Specialist*



Mike Falligant  
*Director of Mental Health Services  
(Representative Payee Program)*



Chris Suda  
*Crisis Services Coordinator*



Daisy Delmore  
*Director of 988 Operations*



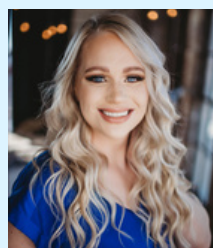
Caroline Waggett  
*Senior Talk Line Coordinator*



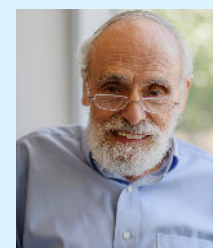
Shay McKay  
*SANE Senior Administrator*



Leen Murad  
*Rape Response Coordinator*



Britney Carroll  
*SANE Program Coordinator*



Dr. Adam Robertson  
*SANE Medical Director*



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# BOARD OF DIRECTORS

## 2026

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Lawshana V. Stokes, Treasurer  
Allison Stewart Freiji  
Dr. Sandhya Garg  
Crawford Miller  
Sita Patel  
Joy Service  
Rebekah Weil, MD  
Dr. Mark Wilson  
Kristine Williams

## 2025

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Dr. Mark Wilson  
Kristine Williams

## JUNIOR BOARD

Nicholas Brown, President | Baylee Clark | Breannah Gilbert | Alliemarie Humphries |  
Jackson Ragland | Julia Riedel | Dr. Yuvraj Verma | Megan Woodruff

## TEEN BOARD

The Teen Board is composed of passionate middle and high school students who want to help inform the vision of our work with youth populations. They help raise awareness about the Youth Talk Line program in their schools and communities. The following schools are currently represented:

Alabama School of Fine Arts, Homewood Middle, Homewood High School, Hoover High School, Jefferson County International Baccalaureate, Mountain Brook High School, PD Jackson Olin High School, Vestavia Hills High School



# HOW TO GET INVOLVED

## Volunteer

We are always accepting applications for volunteer opportunities with our Crisis & Suicide Line, Youth Talk Line, Senior Talk Line, and Rape Response program. You can make a real difference in the lives of people in our communities. Find out more at [crisiscenterbham.org/volunteer](http://crisiscenterbham.org/volunteer).

## Give

Donations from caring individuals have an incredible impact on our ability to continue offering free, 24/7, top-notch care and support to people when they need it most. You can make a gift or inquire about legacy giving at [crisiscenterbham.org/donate](http://crisiscenterbham.org/donate).

## Spread the word

Please tell the people in your life about the Crisis Center! Raising awareness can mean the difference between someone feeling hopeless, and someone getting the support they need. If you are interested in sharing Crisis Center materials at your office, church, gym, child's school, favorite grocery store, etc, email [etheriot@crisiscenterbham.org](mailto:etheriot@crisiscenterbham.org).

