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ALL PEOPLE.
ANY TIME.
EVERY TIME.

FY22 Annual Report

We are grateful...

The last year has been tremendously busy at Foundation 2 Crisis Services, but for the right reason - meeting the increased demand for those experiencing a crisis. Between the residual mental health struggles of COVID-19, the rebranding and rollout of the national 988 Suicide and Crisis Lifeline and the exciting progress to purchase and renovate our new agency headquarters, we expect to see our services grow.

It was no surprise to us that our crisis programs had another record-breaking year. There were more people than ever before accessing the crisis line, utilizing our mobile crisis outreach programs and interacting with our law enforcement liaison services than ever before. These services are critical; we are proud to fill gaps in the crisis mental health system for tens of thousands of Iowans, including in areas with barriers to care such as location, income, transportation and more.

We are grateful to play a small role in offering support and connecting people with services when life gets tough. We're even more grateful that people feel comfortable accessing our teams knowing they will have no-cost, confidential, judgment-free support 24 hours a day, 7 days a week.

Thank you for your continued support of our agency as we grow and change to support those in the communities we serve. We're extremely proud of the ways our teams change and save lives each day. We couldn't do this critical work without our supportive community and generous donors like you!



Emily Blomme
Emily Blomme
Foundation 2 Crisis Services
Chief Executive Officer



Samantha McGrane
Samantha McGrane
Foundation 2 Crisis Services
Board President

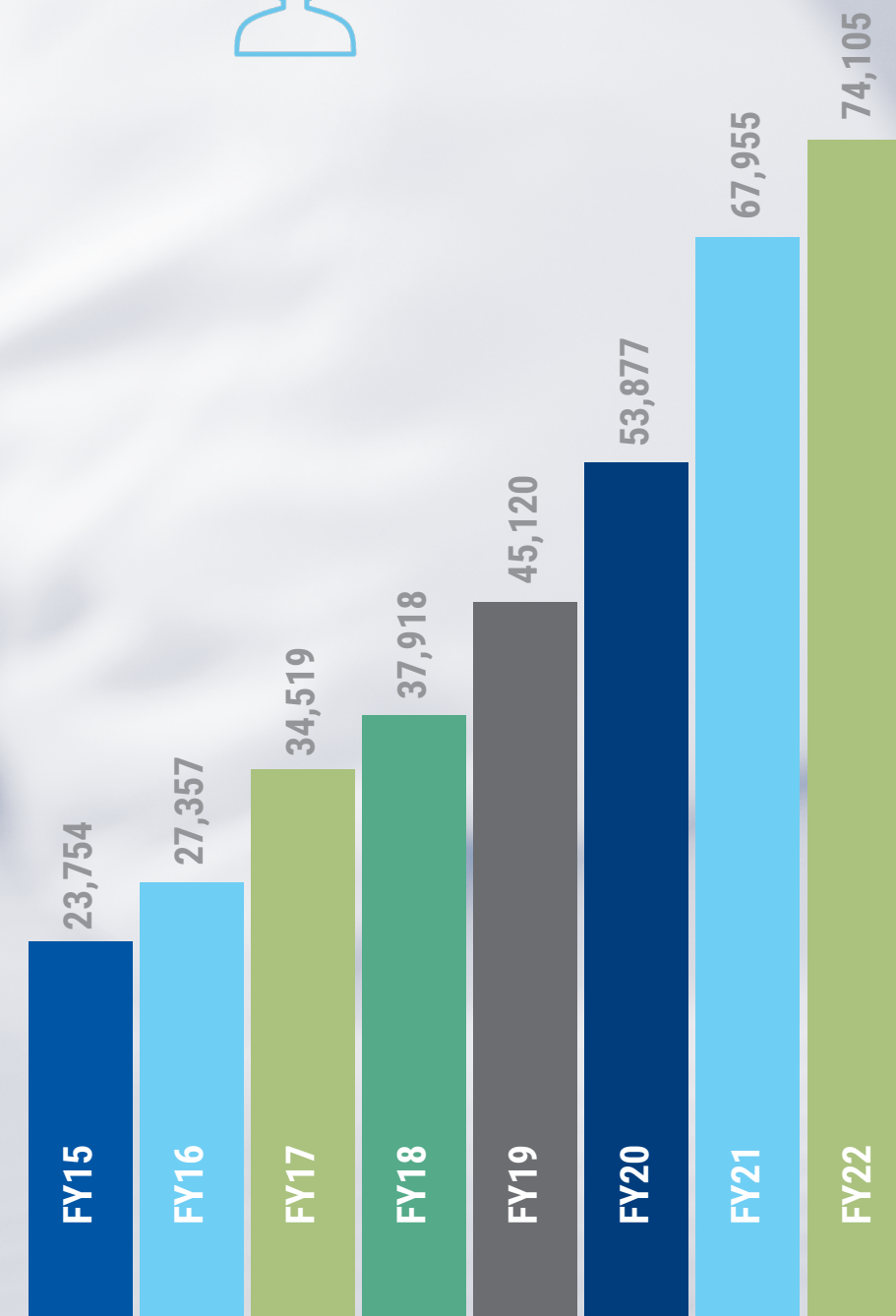
74,105

The crisis center answered more than 74,000 crisis phone, text and chat contacts this year. That has more than doubled over the past five years.

Of all contacts, phone calls accounted for **68,601**, chats accounted for **2,484** and texts accounted for **3,020**. Additionally, counselors answered almost 1,500 national Suicide Prevention Lifeline contacts.



Our annual report includes client stories; some of these stories contain brief thoughts or plans of suicide. Telling these stories helps destigmatize mental health and suicide, but they can also be triggering. Look for the icon above for an indication that the accompanying story includes thoughts or plans of suicide.



A trusted support when life gets *tough.*

People reach out to the crisis center for many reasons, including feelings of anxiety and depression, thoughts of suicide, isolation, substance use concerns, concerns about someone they care about and more. There is no “wrong” reason to reach out for support. Our trained, non-judgmental counselors are here for all people, like they were for Luke.

Within the last two months, Luke had been laid off from his long-term job, had a family member die by suicide and was struggling significantly in his marriage. He called with active suicidal thoughts. Luke started to cry and apologized repeatedly. The counselor reassured Luke that it was a safe place to talk and have these emotions. Luke responded that it was his first time calling and he wasn’t sure what to do if his emotions worsened. The counselor reviewed options for Luke for on-going support, including Mobile Crisis Outreach or the Linn County Mental Health Access Center. Luke thanked the counselor several times for the information and support, and ended the call with a safety plan in place to support him. Luke shared that having a safety plan in place made him feel significantly better.

Identifying details have been changed to protect client’s privacy.

Support group sessions for suicide survivors were attended

199 times.

This group is free and open to the public; it is led by trained individuals, often with personal experience.



Our teams provided

309 active rescues. Active rescues occur when a suicide attempt is in progress.

167

full and part-time employees. We offer a hybrid workplace for many programs that allows teams to prioritize their work-life balance while providing rapid crisis care.



When Michael came to the Foundation 2 Crisis Services’ Fostering Futures program after aging out of the Iowa foster care system, he was homeless and unemployed. He had dropped out of high school and did not know how to live independently. Michael worked with his Fostering Futures case manager to re-engage in his education and build positive habits. Michael was able to graduate high school and secure an apartment. He is now attending community college and has an interview for a work study position at school. Michael can stay engaged with Fostering Futures through age 23 to help him reach and maintain stability as an independent adult.



We expanded our workplace training services as more employers prioritized mental health care. We partnered with a variety of businesses, including construction companies, school districts and health care professionals, to teach employees about mental health, suicide prevention and more.

288

people attended our annual “Putts for Prevention” fundraiser in May 2022, raising a total of \$45,000 to support our mission. We also hosted Putts for Prevention in September 2021 after a COVID-19 postponement.

ALL PEOPLE.

Our Crisis Stabilization and Community Based Supports (CSCBS) is a voluntary service that helps people experiencing mental health concerns become stabilized within their community without a more restrictive level of care, such as hospitalization.

Holley was referred to CSCBS by the Linn County Mental Health Access Center. She had recently moved to Iowa from Texas and was struggling with legal issues, her mental health, finances and sobriety. The CSCBS coordinator spent time with Holley in her home over five days. They helped Holley with medication management, set up mental health services and lined up ongoing case management. Not having a valid driver's license was a barrier for Holley; the coordinator helped Holley fill out the paperwork so she could get her license. Holley told the coordinator that she felt much better and that she was taking her medication daily, which had not happened previously. She said she felt more organized and less isolated, no longer in crisis.

Identifying details have been changed to protect client's privacy.



This year, we provided phone, chat, text or in-person crisis services in all **99 Iowa counties**.

Our crisis services are centered around providing equal, informed access for all individuals. We focused on minority and LGBTQ+ mental health concerns and needs with employee education, community outreach and more. During June's Pride Month, we hosted board members Bryan Mullen and Nina Sheller on our "When Life Gets Tough" podcast to talk about LGBTQ+ mental health concerns and ways to help.



4

crisis services brochures and cards were made available in Spanish for the first time. When a dual language counselor is not available to provide support, translation services are utilized.



Sam is a transgender teenager (he/him) who was being mocked at school because he cut his hair short. He felt that once he told his family, they were unlikely to support him. He was having thoughts of self-harm due to his situation. A counselor was able to talk and empathize with Sam about the difficulty of his situation. They discussed coping skills and made a safety plan together. At the end of the call, Sam said he felt better and agreed to call back if he needed additional support.

Our phone, text, chat and in-person crisis services are available 24/7/365 days a year, including holidays.



The most common time for people to reach out is between 3-11 p.m.

The most common day of the week for people to contact the crisis center is Tuesday.

3,001 nights of safety at the emergency youth shelter.

A trusted support

A total of **466 family counseling sessions** were held for youth and their families at the emergency youth shelter.

These services help families safely reunify after a shelter placement.



Our Fostering Futures program provided care for **221 young people aging out of the Iowa foster care system**. Many young people in Fostering Futures are experiencing homelessness, unemployment and mental health concerns. Case workers help these young people navigate housing, transportation, post-secondary training and education, budgeting and more. These services help them gain and maintain stability after aging out of foster care - no matter when a crisis arises.

8
seconds

average wait time for callers when they call the Foundation 2 Crisis Services' crisis line.



A school district requested Mobile Crisis Outreach for a student who was struggling with suicidal ideation. The student was able to speak with the crisis counselor about their difficult emotions, and they created a safety plan. The School Liaison scheduled a follow-up assessment and connected the student with ongoing school-based therapy services. The student and their family said they appreciated the rapid intervention that helped them avoid a higher level of care, such as hospitalization. In subsequent follow-ups with the family, the student was doing well and therapy services were still in place and beneficial.

ANY TIME.

We know that a crisis can happen at any time. That's why our crisis services are available 24/7, even on weekends and holidays.



Hazel called the Foundation 2 Crisis Services' crisis line in the middle of the night. She was having thoughts of suicide and felt she was at risk of a suicide attempt. She had a history of overdose attempts. She felt she was going through her struggles alone. She was also experiencing domestic violence in her relationship and was in a high-risk situation at the time of the call. She left the home and was walking the streets. A counselor assessed for safety and offered Mobile Crisis Outreach for support. Hazel agreed and counselors were able to meet with her at a diner at 4 a.m. to provide crisis deescalation and support.

Identifying details have been changed to protect client's privacy.

EVERY TIME.

After police repeatedly responded to Adam's house, the Foundation 2 Crisis Services' Law Enforcement Liaison visited Adam and his family. The Liaison noticed Adam was experiencing severe mental health concerns but refused resources. Through relationship building with Adam and his family, the Liaison was invited back to the home for further conversations. The Liaison was able to help Adam's family connect him with the first mental health care he'd received in almost a decade. Upon check in two months later, Adam was following his mental health treatment plan and had gone without additional law enforcement involvement.

Identifying details have been changed to protect client's privacy.



89% of Mobile Crisis Outreach contacts were stabilized in the community - avoiding unnecessary hospitalization or jail time.

1,194

Law Enforcement Liaison dispatches between eight Liaisons in seven departments. We added two Liaisons this year.

1,953

Mobile Crisis Outreach dispatches.

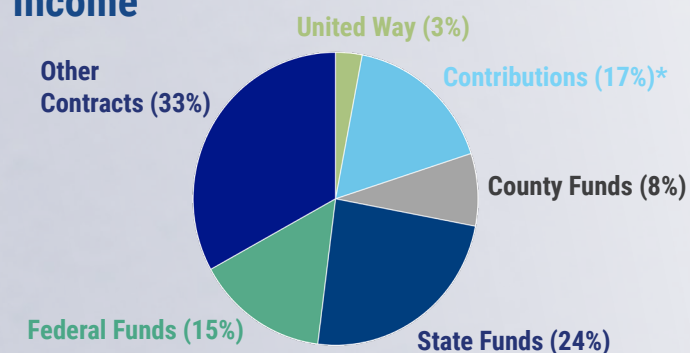
Mobile Crisis Outreach will respond to clients' homes, workplaces, schools, places of worship and public places. Counselors typically respond in teams of two and provide crisis deescalation and support services.

School-based crisis services were dispatched 457 times across elementary, middle and high schools in fourteen Iowa counties. Services aim to stabilize students in the classroom and help youth and their families navigate challenging mental health situations.



Financials

Income



* Two-thirds of these contributions were from American Rescue Plan Act (ARPA) funds

Expenses

