



A trusted support when life gets tough.

All people. Any time. Every time.



Foundation 2
Crisis Services

Annual Report FY24

With innovation & expertise, we're here to stay.

As Foundation 2 Crisis Services proudly enters our 55th year of service, I reflect on a legacy of unwavering commitment to the most vulnerable members of the communities we serve. Since our inception in 1970, we have been a source of strength and compassion, illustrated by our mission to be a trusted support when life gets tough. All people. Any time. Every time.

This past year has been monumental. With the opening of our new headquarters, we have not only combined buildings and expanded our physical presence, but also increased our capacity to serve. Our new headquarters isn't merely a structure. It symbolizes our resilience and forward-thinking commitment to supporting people experiencing crisis. It stands as evidence of our enduring presence and steadfast dedication to our clients and our team.

We are immensely proud of the impact our work has had over the past 54 years. The commitment, compassion and effort of our employees, past and present, have built a strong foundation for our work now and into the future. The landscape of mental health services is ever-evolving and we are ready to continue leading this work.

Through our 24/7 crisis services, in-person counseling, shelter support and community-based prevention programs, we ensure that no one faces their struggles alone, including you and those you love.

With your continued support and advocacy, our future is bright! Thank you for being part of our journey and for trusting us to be part of your support system in times of need. Together, we will continue to make a difference by changing and saving lives.



Emily J. Blomme
Chief Executive Officer



Samantha McGrane
Board President



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Emily J. Blomme
Chief Executive Officer

Erin Byers Langdon
Chief Operating Officer

Matt Heinrich
Chief Financial Officer

Katie Curtis
Chief Development Officer

Our Year



TOTAL CONTACTS
98,671

This includes contacts and follow ups across all programs, including the crisis center, emergency youth shelter, in-person crisis services and violence prevention program.



INCREASED CONTACTS

We continue to see our contact numbers increase annually. In addition to our local crisis line, we are the sole contract holder for the statewide helpline, Your Life Iowa.

We are also one of the two providers statewide for the 988 Suicide and Crisis Lifeline, serving as the primary center answering 988 phone calls in Iowa.



WE MOVED

In March, we consolidated five of our Cedar Rapids offices into our new downtown headquarters location. Approximately 60 staff regularly office out of the historical building, with community training rooms, client closet, hoteling office space, training library, restoration room and more.

Mission To be a trusted support when life gets tough.
All people. Any time. Every time.

Vision To build resilience and improve quality of life by ensuring every Iowan has access to our lifesaving work in crisis prevention, intervention and response.

Crisis Services

We offer 24/7, free and confidential support for individuals experiencing a mental health or suicidal crisis. Our counselors are trained in suicide risk screening and assessment, de-escalation and more to ensure a compassionate, rapid and skilled response every time someone reaches out.

Our in-person programs - including Mobile Crisis Outreach, Law Enforcement Liaisons, Crisis Stabilization Community Based Services and services at the Linn County Mental Health Access Center - provide rapid, quality care in the community.

CRISIS CENTER

When someone reaches out to the Crisis Center, they are quickly connected with caring, compassionate support – in an average of 18 seconds. We received 92,350 contacts by phone, text and chat in FY24.

The reasons Iowans reach out for support vary. Some callers are experiencing depression or loneliness. Others are struggling with relationship challenges or are concerned about someone they care about. And some are experiencing thoughts of suicide or are at imminent risk for suicide.

The majority of our contacts received the support they needed by phone, text or chat. Approximately 10% of clients requested or needed in-person services through Mobile Crisis Outreach.

An additional 10% of clients had a warm-hand off or transfer to other support services. This variety of support helps ensure our counselors can connect individuals with an option that works for them.

A total of 774 contacts involved active rescue. This requires EMS or police dispatch due to imminent safety risk. Whenever possible, active rescues are conducted in partnership with the person at risk.



82,627
phone contacts

Phone calls have historically been our most frequently used method of connecting with a counselor.



5,317
text contacts

We have seen a rise in text communication with counselors in recent years.



4,406
chat contacts

Clients can connect with a counselor without talking - a benefit for clients who prefer not to talk on the phone.



MOBILE CRISIS OUTREACH

Our Mobile Crisis Outreach team provides 24/7 in-person support in 12 Iowa counties. They respond to locations including homes, schools, workplaces and community facilities. They respond to situations including suicidal thoughts, grief and loss, family conflict, anxiety and depression. Our teams provided 2,940 dispatches in the last year.

Counselors were able to adequately serve 90% of clients in the community without a higher level of intervention.



CRISIS STABILIZATION COMMUNITY BASED SERVICES

Our Crisis Stabilization Community Based Services program provides in-home support for up to five days for individuals and families experiencing a mental health or behavioral health crisis.

In the last year, CSCBS worked with 125 individuals, including youth, adults and families.

Counselors were able to adequately serve 98% of clients in the community without a higher level of intervention.



LINN COUNTY MENTAL HEALTH ACCESS CENTER

We are a key partner at the Linn County Mental Health Access Center (MHAC), located in Cedar Rapids.

The Access Center provides 24/7 walk-in services for adults experiencing a mental health or substance use crisis. Foundation 2 Crisis Services' counselors welcome clients, de-escalate and provide counseling, triage their concerns and screen for suicide risk.

In FY24, there were 1,338 triages at the Access Center completed by Foundation 2 Crisis Services' staff. Approximately 92% of those clients visited the Access Center for concerns about mental health.



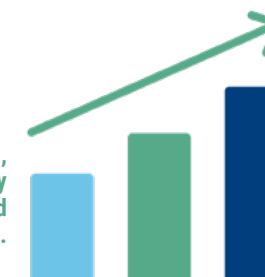
LAW ENFORCEMENT LIAISONS

Our trained crisis counselors respond in-person to calls involving potential or confirmed mental health concerns, typically alongside local law enforcement.

Liaison services work to reduce unnecessary hospitalization or jail for mental health-related crises. Many law enforcement departments also report a reduction in repeated mental health-related calls.

A majority of calls are resolved with stabilization in the community, allowing individuals to remain at home and receive supportive services, improving their well-being and reducing future law enforcement involvement.

Between FY23 and FY24, the number of individuals served by Crisis Stabilization Community-Based Services increased by 105%.



Though the Crisis Center is our oldest program, it has significantly evolved since 1970. In the last year, we upgraded to a new phone system and electronic health records. This ensures high quality, compassionate care for each client.



By supporting youth, adults and families in the community, we can help reduce unnecessary hospitalization, jail time or other higher levels of care. This can help our communities reduce costs, stay safe and build an important social safety net.

Providing mental health support alongside law enforcement

Law Enforcement Liaisons are crisis counselors embedded in law enforcement departments across our service area. They co-respond to mental health-related emergency calls with an officer or deputy. They work to de-escalate emergency situations and connect clients with wrap-around support.

Due to this partnership, many law enforcement departments have seen a reduction in repeat calls to 911 for mental health concerns.

In FY24, liaisons provided 1,263 dispatches and interventions. During interventions, liaisons provide follow-up care after the emergency call. Approximately 83% of Law Enforcement Liaison clients were stabilized in the community without jail or hospital involvement.

In FY24, we added a Co-Response Care Coordinator (CRCC) to the team to conduct tailored follow-up with high-risk individuals. The Care Coordinator works with adults to identify their biggest barriers and work toward stability. Common barriers include medical care, food, housing, transportation and employment.

One client connected with the Care Coordinator while they were unhoused and struggling with multiple untreated physical and mental health issues.

The Care Coordinator immediately facilitated a shelter stay and connected them with a housing advocate. When an apartment was ready, they worked with Central Furniture Rescue and a church that provided furniture and household goods.

The Care Coordinator was able to help them attend regular mental health appointments, including assisting with transportation. The client made significant progress toward addressing their substance use concerns and attended medical appointments to address their chronic health issues.

With the help of the CRCC program, they made significant progress toward health and independence – avoiding additional crises and interactions with law enforcement, and improving their quality of life.



61% reduction in law enforcement calls for service from CRCC clients
6 months after referral vs. 6 months prior to referral

95% overall reduction in continued Law Enforcement Liaison contact
6 months after referral vs. 6 months prior to referral

Connecting lowans with crisis care in their community

Crisis Stabilization Community Based Services (CSCBS) is a voluntary community-based service available to people experiencing a high level of crisis. The program connects individuals with services in their home, allowing them to stay in the lowest level of care possible.



The Care Coordinator worked with the teen to develop a plan for ongoing services, and then collaborated with their family. This helped the teen feel some control over their choices and built trust.



The teen and Care Coordinator developed an Anger Control Plan and a Suicide Safety Plan that were shared with the parents. This is an important step to keep individuals safe.



The Care Coordinator modeled to the parents how to have an age-appropriate discussion about healthy relationships, building the foundation for positive communication.



During phone check-ins with the Mental Health Professional, the teen modeled some of the coping skills she was working on throughout her time in the program.

This year, CSCBS counselors worked with a family and their teen daughter who were struggling with mental health and behavioral health concerns.

The family shared that their teen was engaging in unsafe behaviors and running away frequently. They felt they were struggling to communicate and were considering an out-of-home placement.

Focusing on safety, improved communication and a plan for the future, the Care Coordinator worked with the family for five days, the maximum duration of CSCBS services.

The Care Coordinator and Mental Health Professional - two parts of the CSCBS team - worked with the family on anger management, a safety plan and healthy communication.

At the end of program, the Care Coordinator transitioned the family and teen to our Juvenile & Family Assistance & Stabilization Track (J-FAST) program. This longer-term program will help them continue their growth. The teen's mom shared that she felt their child had "turned a corner" and was able to utilize communication and coping skills.

The Crisis Stabilization Community Based Services program is vital in supporting people of all ages in the communities, allowing them to remain in their home whenever possible while navigating mental or behavioral health crises.

98% of clients were able to be adequately supported by CSCBS services
Allowing them to remain in their community without a higher level of intervention.

Youth & Family Services

Our youth and family services focus on Positive Youth Development and building the foundation for stronger and healthier families. Prevention and intervention efforts aim to reduce crisis situations for youth and families before they happen.



2,256

nights of safety at the
Emergency Youth Shelter

EMERGENCY YOUTH SHELTER

Our Emergency Youth Shelter provides 24/7 care for young people experiencing homelessness, human trafficking or other out-of-home short-term placements. A total of 125 youth stayed at the shelter in FY24, totaling 2,256 nights of safety.

We provide basic needs and wrap around support, including on-site schooling, life skills and group sessions, community outings and enrichment opportunities. Our goal is to provide a trauma-informed, home-like setting for the youth who stay at shelter.

The shelter enjoyed hosting volunteers during the United Way Day of Caring in the spring. Volunteers helped clean up outside, build a firepit for youth to use in the summer months and organize clothing donations.

FOSTERING FUTURES

Fostering Futures provides support for at-risk young people, including those who have aged out of foster care. Components of Fostering Futures include Iowa Aftercare, Achieving Maximum Potential, Fostering Futures in Education and the Violence Prevention Program.

Fostering Futures in Education

Fostering Futures in Education, previously Fostering Higher Education, helps participants explore available higher education options and vocational programs. The evidence-based curriculum helps young people gain stability through gainful employment as they become adults. In FY24, 19 students enrolled in the program.

One participant this year was a 19-year-old mother. Over the last two years, she'd tried repeatedly to pass the high school equivalency math test. Even with tutors and classes, she struggled due to high anxiety and feelings of failure from her previous attempts.

Her education coordinator with Fostering Futures worked to arrange test accommodations. With the extra support, she passed. After two years of being stuck on one test, she received her diploma and was able to apply to college in the fall.



Nine students graduated with their high school diploma or equivalency. Five students are in higher education, including a student who is starting their third year of college - with a full ride scholarship.

Aftercare

We are part of the Iowa Aftercare Network, a statewide service that provides case management for young people who have aged out of the Iowa foster care system.

One challenge these young adults can face is securing their first apartment once they turn 18. To help address this barrier, we partnered with the new CR Brickstone apartment complex in Cedar Rapids.

In the new complex, five units are dedicated to these young people at a lower rent. The program includes office space for our Case Managers to work on-site with young adults at the CR Brickstone.



VIOLENCE PREVENTION PROGRAM

Stand Up for Peace - Group Violence Intervention works closely with youth and young adults who are at high risk to participate in group and gun violence in Cedar Rapids.



Stand Up for Peace - Group Violence Intervention is a collaborative effort to stop the cycle of violence in our communities. Fifty-four individuals and their families participated in FY24.

We pair group participants with a community outreach worker to identify strengths and find alternatives to violence. Supports can include connecting with meaningful recreational activities, securing housing, providing basic needs and more.

When one young adult participant joined the program, he was facing challenges, including unemployment, legal charges and unstable housing. We worked with him to overcome barriers, including access to technology to apply for jobs.

Over several months working with his case worker, he was able to obtain full-time employment, rent an apartment, make a new friend group and avoid further legal charges – all important steps toward safe independence.



Overcoming Barriers

Our outreach workers partner with individuals and families at high risk to participate in group and gun violence to overcome barriers. Stable, safe housing is a common concern that outreach workers help families navigate.



Community Outreach

Following a group or gun violence incident in a Cedar Rapids community, outreach workers visit the neighborhood and talk to residents. They provide support resources, crisis services and education on stopping the cycle of violence.



Building a Foundation to Mental Wellness

In March, we moved into our new agency headquarters in Downtown Cedar Rapids – a culmination of years of planning and hard work!

We consolidated five owned and rented spaces and moved multiple programs into the new headquarters. Approximately 60 staff are officed in the new headquarters with additional space for community-based staff to office as needed and meet with clients.

The purpose of the new headquarters was threefold: create a trauma-informed environment for our staff members and clients who receive services in the building, establish training facilities to educate community members about suicide prevention and mental health, and create efficiencies to reduce costs and improve service delivery.

In our first three months in the building, we saw many of these goals come to fruition.

- We held an Applied Suicide Intervention Skills Training for community members to learn important suicide prevention skills.
- We utilized our client triage space to provide services to individuals experiencing a crisis.
- We saw our Fostering Futures clients utilize the dedicated client space for things like job applications and test preparation.
- We had increased team collaboration in communal spaces.

This space was made possible through dedicated donors like you. Private donations, companies, foundations, and local and federal grant funding allowed us the opportunity to provide services in a space that is mission-focused and client-centered.



A sincere thank you...

To each partner who supported our Building a Foundation to Mental Wellness campaign to make the new headquarters facility a reality.

\$250,000+

City of Cedar Rapids
East Central Mental Health Region
Linn County Board of Supervisors

Governor's Innovation Fund
The Hall-Perrine Foundation

\$100,000-\$249,999

Aegon Transamerica Foundation

\$50,000-\$99,999

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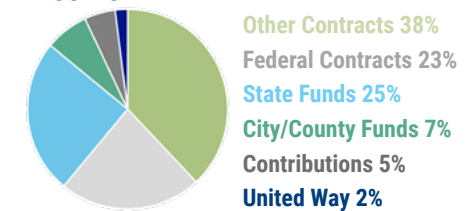
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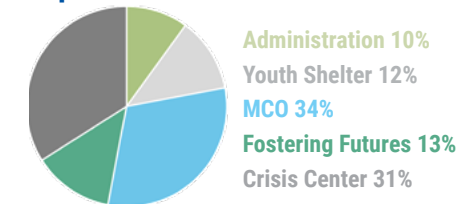
FINANCIALS

Capital campaign revenue and expenses are not included below.

Income



Expenses



Pre-audit numbers reported.



Foundation 2
Crisis Services

305 2nd Ave. SE
Cedar Rapids, IA 52401



*A trusted support when
life gets tough.*

All people. Any time. Every time.

We've moved!

**Our new headquarters location is at
305 2nd Ave. SE
Cedar Rapids, IA 52401**

**We're open to the public Monday - Friday 8 a.m. - 4 p.m.
Reach us 24/7 at 319-362-2174**

See our
expanded digital
annual report at
foundation2.org



Experiencing a crisis? Our counselors are available 24/7 at 319-362-2174 or 988.