

2025 Annual Report

**A trusted support
when life gets tough.**
All people. Any time. Every time.



Foundation 2
Crisis Services

Rooted in Values

When Foundation 2 Crisis Services was founded in 1970, it was with the simple belief that people in crisis deserve someone to show up for them. With compassion, with care and without judgment. That belief is still at the center of everything we do. We've changed a lot over the years, but the core of who we are has not.

This year's annual report is framed around our six agency values that guide our work: Compassionate Care, Inclusion, Integrity, Community Collaboration, Innovation and creating A Great Place to Work. You'll see how these values are highlighted in the following pages, but it's not just in what we say. It's in how we show up for our clients, our staff and the communities we serve every day. From a youth finding safety in our shelter, to a counselor supporting someone through a mental health crisis, to the partnerships we build across our community. Our values are always at work.

Being rooted in something strong gives us space to grow. We're fortunate that our founders planted those roots well. Their early vision for a compassionate response to the community created a foundation that still holds firm today, even as we rise to meet new challenges in the services we offer, the way we support our team and the way we show up for the community.

This report is a reflection of that ongoing growth, a look at how our agency values continue to guide our work and shape our future. Thank you for supporting us as we continue to evolve and stay grounded in what matters most.



Emily Blomme
Chief Executive Officer



Samantha McGrane
Board President

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.

Our Core Values

We formally adopted these core values in July 2024 following an in-depth strategic planning process that included team members from all levels of our agency, board of directors and volunteers.



Compassionate Care

We treat every individual with dignity and respect. Services are client-centered.



Inclusion

All people belong here.



Integrity

We are authentic, honest and reliable.



Community Collaboration

We foster and create partnerships to serve individuals holistically and effectively.



Innovation

We try new things and are adaptable to change. We pursue excellence in all that we do.



A Great Place to Work

Staff are people first; our work culture is one of positivity, well-being and flexibility.

Our Year



93,619

contacts across all programs



2,086

individuals received mental health or suicide prevention trainings



3,589

Mobile Crisis Outreach dispatches across our service area

Annual contacts





Compassionate Care

Whether someone is experiencing a moment of crisis or navigating long-term challenges, we believe in meeting them where they are, listening without judgment and responding with kindness. Compassionate Care is at the heart of everything we do because every person deserves to feel seen, heard and supported, especially during their toughest times.

CRISIS CENTER

Every person who reaches out for help is met with compassion, respect and belief in their personal experience.

Sharon* reached out to our crisis line after receiving a mental health diagnosis. She shared that she felt isolated, doubted and misunderstood by others.

Our trained counselor listened without judgment, acknowledged the stigma Sharon had faced and offered reassurance that she was not alone.

This moment of validation became a turning point, helping Sharon move beyond the need to defend their experience and instead begin exploring how their diagnosis had affected her relationships and sense of support.

We understand that being heard and believed is the first step toward healing. By creating a safe space for open conversation, we help individuals feel empowered, reduce isolation and build a stronger path forward.

**Name has been changed to protect client identity.*



86,441

crisis center contacts
Includes phone, text and chat contacts

80,221 phone calls
2,712 text conversations
3,508 chat conversations



5,939

contacts were related to
youth concerns

10,408 contacts were from someone
concerned about another person



Teens staying at the Youth Shelter paint a snow plow, part of a partnership with the City of Cedar Rapids. Our team strives to offer a variety of engagement opportunities to provide youth with new experiences.

YOUTH SHELTER

Youth ages 11-17 can stay at our Emergency Youth Shelter when facing homelessness, human trafficking or other out-of-home placements. Youth receive care including meals, education, therapy and supportive services.

Teenager Jared* came to the youth shelter from a foster placement after concerns about violence and escalating behavior made it necessary for him to be in a higher level of care.

At the shelter, Jared received one-on-one attention and support, especially during school. He was awarded the highest level of privileges at the shelter multiple times due to his positive behavior. He also built coping skills and decreased his negative reactions significantly. After his stay at the shelter, Jared was able to return to a foster home and is now doing well in public school.

**Name has been changed to protect client identity.*



We provided 3,003 nights of safety for young people ages 11-17 at the Emergency Youth Shelter.

During Light the Night, luminaries are displayed outside our Headquarters location in honor of individuals who have died by suicide.

In spring 2025, our suicide loss survivor support expanded to serve teens. The new 8-week cohort group serves young people ages 13-17 who have lost a loved one to suicide.

With the addition of this youth-centered group, we are better able to support individuals and families after a suicide loss.

Light the Night

On World Suicide Prevention Awareness Day (Sept. 10), we hosted Light the Night. This event remembers those who have died by suicide with a luminary lighting outside our Headquarters location in Cedar Rapids. In September 2024, more than 100 individuals were honored. The evening also offers an opportunity for suicide loss survivors to gather with others who have also experienced loss, including many in our Suicide Loss Survivor Support Group. This free community group meets twice a month.

"I am so thankful that Foundation 2 Crisis Services provides this safe space so we can learn how to carry our grief as we move forward. ...I believe this group is an important component to the healing process of the unique loss by suicide."

- Sherri, suicide loss survivor
about the Suicide Loss Survivor Support Group



Inclusion

By embracing inclusion, we strengthen our ability to provide compassionate, effective care to all who turn to us in times of need.

Our services remain free, confidential and available to *all* people.

★ Integrity

We are authentic, honest and reliable. Integrity extends to our clients and staff. It impacts how to make decisions for our agency and how we care for every individual we support.

CRISIS STABILIZATION COMMUNITY BASED SERVICES

Sometimes, individuals or families need intensive case management while remaining in the home. When this occurs, clients can be referred to our Crisis Stabilization Community Based Services program, where our teams provide intensive supports in the home for up to five days after a crisis occurs. This can help reduce the need for a higher level of care such as hospitalization.

When our Law Enforcement Liaison team responded to Michelle*, she was struggling with substance use and mental health concerns. After responding to her initial request for help, the Liaison made a referral to the Crisis Stabilization Community Based Services (CSCBS) program.

Michelle shared that she had a 30+ year history of alcohol use, as well as a family history of abuse, violence and varying mental health concerns including multiple suicide attempts.

At the time of the referral, Michelle was struggling with thoughts of suicide and was drinking alcohol daily. This had led to legal troubles, further impacting Michelle's daily life. In addition, Michelle had lost health insurance coverage and could no longer afford mental health medication and treatment.

Michelle enrolled in the CSCBS program, connecting with a mental health professional and case worker. During the program, our care providers visited Michelle

in her home daily to provide services, encouragement and referrals. During the program, Michelle was able to:

- Apply for insurance benefits
- Find new mental health and substance use treatment providers
- Identify healthy coping skills
- Develop a robust safety plan to address thoughts of suicide
- Connect with 24/7 supports

Several months later, Michelle called to share she had completed a substance use treatment program and had remained sober. She had connected with mental health providers, was actively using the safety plan when needed and had developed new friendships. Michelle also reported her legal issues had been dropped.

"I feel like I'm beginning a new life. I wouldn't have stayed sober without you coming everyday."

*Name has been changed to protect client identity.

166
clients served by CSCBS

98%
of clients were able to remain in their homes during and after care

3
days was the average program length for CSCBS



Top: Hesh Alsafi talks to youth at a basketball practice. Stand Up for Peace hosted a basketball tournament to bring together middle school students from several Cedar Rapids schools.

Bottom: Morris Williams (right) hands out backpacks at the Back-to-School Resource Event at Redmond Park in Cedar Rapids. The event was attended by 800 individuals in August 2024.

⚙️ Community Collaboration

Communities thrive when we work together. Each of our programs is part of our community network of support, ensuring our clients have access to a wide range of care.

VIOLENCE PREVENTION PROGRAM

Our Violence Prevention Program expanded youth prevention efforts through Stand Up for Peace. The team added three middle school peer groups, hosted a basketball tournament and started a tutoring program - all aimed at helping with leadership development, skill building, conflict resolution and positive community building.

The Violence Prevention Program team worked with 42 individuals, helping them navigate barriers to employment, education, housing and more. Additionally, the team connected with 138 young men and women, and their families, about available Stand Up for Peace services.

By partnering with other community agencies, schools and employers, the team expands clients' support networks and opportunities.

In August 2024, Stand Up for Peace held their first back-to-school event in Redmond Park in Cedar Rapids. Approximately 800 people attended to enjoy the free school supplies for teens, youth activities, raffle prizes and complimentary food.

How We Help

20-year-old Devon* had several criminal charges and was struggling to gain stability. With the support of his case worker, Devon was able to make progress toward getting his high school diploma, securing a job and getting a driver's license. He also set up a payment plan for restitution to resolve his involvement with the legal system. With the support of his case manager, Devon made great progress toward his goals of leading a positive, stable life.

*Name has been changed to protect client identity.



Stand Up for Peace is a community partnership between law enforcement, social services, schools, public health and community members.



Innovation

MOBILE CRISIS OUTREACH

Our Mobile Crisis Outreach program provides in-person crisis response in 12 counties across Iowa. In FY25, MCO provided 3,589 dispatches across our service area.

Counselors respond to concerns about adult and youth mental health, substance use, thoughts of suicide and more. When client needs change, we adapt to meet those needs. In the last year, we have improved dispatch methods, expanded telehealth services and increased access with interpreter services.



Improved Dispatch We implemented Care Router, a mobile dispatching software, to improve communication and response. When a call is received, counselors are sent information in real time, ensuring they can arrive quickly and prepared. The mobile app can also identify the closest counselor and reroute them to respond to a call, reducing response time.



Telehealth Expansion At times, our MCO counselors can't be dispatched for in-person support due to inclement weather or other concerns. By expanding our telehealth options, we can now offer support by video call when an in-person response isn't possible.



Increased Access We partnered with Hands Up Communication to provide interpreter services for clients who need translation services. Options include American Sign Language, Spanish and more by phone.



Left: Michelle Sheridan (left), Rural Crisis Care Coordinator, and Ellen Schardt, Dubuque School Liaison, promote mental health services at an event in Farley, IA.

Service expansion in Eastern Iowa

We began providing Mobile Crisis Outreach services out of Dubuque in July 2024. This expanded our service area to 12 counties across central and eastern Iowa. MCO counselors respond to homes, workplaces, hospitals, jails and other locations in the Dubuque area. We provided 431 dispatches in Dubuque in the first year.

LAW ENFORCEMENT LIAISONS

Law Enforcement Liaisons (LEL) provide care during mental health-related law enforcement calls with six area law enforcement agencies. In FY25, our Law Enforcement Liaisons provided 1,107 dispatches and 382 follow-ups across all agencies.

The most common reason people requested LEL services was adult mental health concerns. Approximately 84% of clients were stabilized in the community and able to remain at home.

In Delaware County, our Liaison partners with the county jail to support clients before they are released. By making a plan and supporting them during the transition, we can address concerns early and safely transition them back into the community.

Right: Our Dubuque Law Enforcement Liaison Katelyn Doyle (left) and the Crisis Intervention Team received the 365ink Impact Award for their crisis response services in Dubuque.



Training & Education

With the addition of a Director of Quality & Training, we have expanded internal and community-based training opportunities.

Training and education focuses on mental health care, trauma-informed practices, suicide prevention and intervention, and more.

We provided training to approximately 2,086 individuals this year, including in workplaces, schools and our training space at Headquarters.

We also introduced additional staff support, including the MPO personality assessment, Regulation Planning, trauma-informed care training and new on-boarding processes.

Above: Kelly Zepeda (seated), Access Center and Law Enforcement Liaison Program Manager, and Bree Reinert, Training Coordinator, talk about our services to IowaWORKS employees.



A Great Place to Work

With approximately 180 full and part-time staff across five locations, we focus on providing person-centered workplaces that prioritize balance, mental wellness and service quality.

99% of employees who responded to the Employee Engagement survey in fall 2024 said they are *proud to work* at our agency.

Big'ler Deal Award recipients

In July 2024, we introduced an internal award for staff who exemplify our core values and the spirit of early agency founders, including John Bigler.

FY25 recipients were

July 2024

Matt Olson, Fostering Futures

October 2024

Shanna Hawkins, CSCBS

December 2024

Jena Schoenhofer, Marketing

March 2025

Riley Bell, Crisis Center



Bree Reinert, Training Coordinator, and Katie Curtis, Chief Development Officer, pack cookie boxes for remote employees.

Our Staff Engagement Committee hosts events throughout the year, including potlucks, bags tournaments and holiday cookie boxes for remote employees.



We added a Floating Holiday to employee benefits to encourage team members to take time off when it's meaningful for them.

Regulation Planning

We care about mental health in the workplace, especially as our teams work in high-intensity situations. We introduced Regulation Planning to help staff stay grounded and think clearly while responding to crises. Each staff member creates their own Regulation Plan during the two-day onboarding, and supervisors regularly check in to offer support and help staff manage stress and avoid burnout.

"We are always moving forward and leading the way, and we maintain our trauma-informed, person-centered values along the way."
- Employee feedback

We are grateful and proud for the impact our teams make every day. To learn more about all our programs, visit our website at foundation2.org.

FOSTERING FUTURES

Our Fostering Futures program includes:

- Iowa Aftercare Network
- Fostering Futures in Higher Education
- Achieving Maximum Potential (AMP)
- Violence Prevention Program

As a part of the **Iowa Aftercare Network**, we support young people aging out of foster care to navigate questions or issues with housing, employment, education and more.

One client - a young woman who aged out of foster care and is now a new mom - shared: "Aftercare has really helped me improve my life. I've been struggling financially and with being a new mom. Aftercare gave me a good start to my education...it's helped me reach so many goals in my life so I can succeed."

Our **Fostering Futures in Higher Education** program helps clients explore post-secondary training and education options. In FY25, Fostering Futures in Higher Education served 14 clients. Of those, 93% reported they had a plan for long-term education or employment that they felt helped them.

Achieving Maximum Potential (AMP) provides youth peer support and advocacy options with twice-monthly meetings at our Headquarters location. This voluntary group is attended by approximately 30 youth each time.

For more on our Violence Prevention Program, see page 6.

215
individuals ages 17-23 were supported by our Iowa Aftercare Network services.

J-FAST

Juvenile & Family Assistance & Stabilization Track (J-FAST) helps youth and their families navigate concerns about mental health, substance use and more. It can be an option for people considering calling the police, hospital or Health and Human Services for a youth-related crisis. In FY25, our J-FAST team provided 503 dispatches for youth and their families.

Additionally, youth-centered crisis counselors provide services in schools across Iowa. By partnering with schools, we are able to support students of all ages, their families, teachers and administrators when a crisis occurs - or before a situation escalates. Common concerns we respond to include mental health, substance use, behavior and suicidal thoughts.

LINN COUNTY MENTAL HEALTH
ACCESS CENTER

We are one of three community providers at the Linn County Mental Health Access Center. This is a Linn county-led facility that serves as an alternative to hospital emergency rooms during mental health or substance-use related crises that require immediate attention.

Our team at the Linn County Mental Health Access Center provides 24/7 walk-in services including triage and suicide risk screenings.

In FY25, our team provided 1,420 triages for clients at the Access Center. Adult mental health concerns was the most common reason people visited the Access Center.

We also manage the Naloxone vending machine at the Access Center, resupplying it with Naloxone, sharps containers and other harm reduction supplies.

This resource was implemented by the Substance Misuse Committee of Linn County with funding from the Opioid Settlement Fund.

Donor Recognition

We greatly thank everyone who comes alongside us to serve individuals in crisis every day. We couldn't do the life-changing and life-saving work our teams do every day without your advocacy, partnerships and financial support. For a complete list of FY25 donors, please see our website at www.foundation2.org.

Donations Made in Memory of

- | | |
|---------------------|------------------|
| John Arians | Dean Hartkemeyer |
| J. David Carey | Dakota Holt |
| Doug "Smug" Chadima | Jourdan Reeder |
| Garrett Farr | Jeff Vipond |
| Joey Loftsgard | |

The *Legacy Wall* at our Headquarters location honors individuals who have died by suicide or are connected to our mission. Honor a loved one with a one-time gift to have a tile in their honor on the Legacy Wall.

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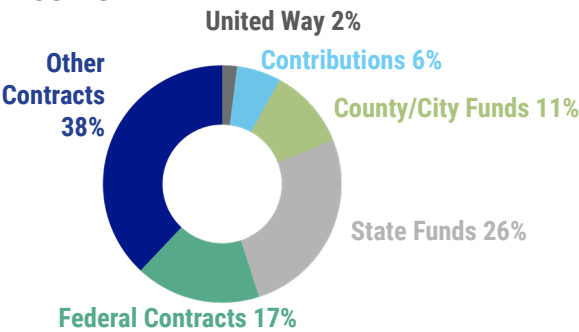
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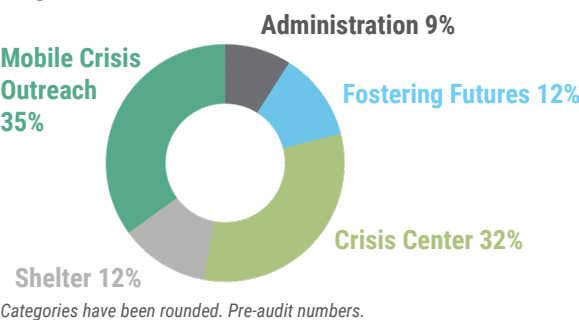
We added four Director positions in FY25. Our programs have expanded rapidly - adding these positions help ensure we can best equip our staff and programs as we continue to respond to increased needs.

Financials

Income



Expenses



Locations

Headquarters
305 2nd Ave. SE in Cedar Rapids

Emergency Youth Shelter
3015 12th Ave. SW in Cedar Rapids

MCO - Bettendorf
1912 Middle Rd. Suite 400 in Bettendorf

MCO - Dubuque
4029 Pennsylvania Ave. #4 in Dubuque

Linn County Mental Health Access Center
501 13th St. NW in Cedar Rapids



Thank you for being part of our life saving work.

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Crisis Services



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Cedar Rapids, IA 52401