

here to help

Annual Report Fiscal Year 2022

Mission

CommUnity Crisis Services and Food Bank is a volunteer-driven organization that provides immediate and non-judgmental support for individuals facing emotional, food, or financial crisis.

Quick Contacts

Donate
[Builtbycommunity.org/donate](https://builtbycommunity.org/donate)

Crisis Helpline Services
Call or text 988
Chat online at 988lifeline.org/chat

Mobile Crisis Response
Call 1-855-581-8111 and ask for Mobile Crisis

Financial Support
Call (319) 351-0128 to schedule an appointment

Food Bank
Call (319) 519-6165 for delivery
Visit the Food Bank at 1045 Highway 6 East, Iowa City

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A Note on Growth and Expansion

Our agency has seen incredible growth in the past year, and will continue to expand in order to better serve our growing community. As needs in our community change, our services must evolve to support people when and where they need it most. While CommUnity has seen extensive growth and support for our mental health crisis services, we are still facing incredible demand to meet the needs of our neighbors for food, rent & utility assistance, work-enabling support, and emotional support.

In the final six months of fiscal year 2022, the number of staff members at CommUnity more than doubled. This is largely due to a hiring push to adequately staff Crisis Helpline Services in anticipation of the launch of 988 in July. 988 is the new, three-digit number to access the existing Suicide & Crisis Lifeline. As a National Backup center, and one of two centers contracted to answer Lifeline contacts in the state of Iowa, we hired over 100 additional staff members to ensure Lifeline clients route to a local counselor. In the first month since 988 launched on July 16, we have seen a 787% increase in text contacts compared to the same period last year.



After tragic losses in our community this spring and with youth crisis contacts increasing, youth mental health has been a major focus at CommUnity this year. Far too many young people are struggling with their mental health and don't know where to turn, so we are working to spread the word about our services to young people. This year, we added a Youth Mobile Crisis Coordinator, Parth Patel, who responds directly to schools to provide support to students. We've also been heavily involved in and collaborated to create youth-focused outreach events such as Wetherby Nights, a summer-long youth event held in Wetherby Park, and the South District Diversity Market, where staff helped local youth tie dye their own "You Are Enough" t-shirts. We all have a role to play in supporting young people and fostering a community where they can thrive. By getting local resources in front of youth today, we hope they will reach out when they need support in the future.

As all of our programs expand to meet the needs of our community, we hope you will join us in uplifting our neighbors to provide food, financial, and emotional support when and where they need it most. There's more change ahead in fiscal year 2023, and we're excited to share our growth with you along the way!

Sarah Nelson, CEO

A handwritten signature of Sarah Nelson in a cursive script, rendered in a light green color that matches the page background.

LOCAL FOOD BANKS NEED DONATIONS. BADLY.

In June, the U.S. hit about 9% inflation, a new 40-year high. As the dollar stretches less and less this year, we've seen a dramatic increase in need at the Food Bank. We're striving to serve more clients than ever and making efforts to send them home with more food at each visit. We need your help to keep food on the table for thousands of our neighbors.

We have seen a very high need this year due to rising food costs along with the end of pandemic supports like SNAP benefits and free school lunches. Dollars aren't going as far in the grocery store anymore, leaving more families without access to affordable, nutritious food. Every family that relies on SNAP benefits to put groceries on the table saw a minimum decrease of \$95 per month.

With household budgets decreasing compared to rapid inflation, what once may have been supplemental grocery assistance is now the only dependable source of food for many of our neighbors. So, we're striving to provide each family with more food at every visit.

Though we're able to make each dollar donated stretch a little further by taking advantage of bulk purchasing power, the Food Bank is not immune to the increase in food costs. Trying to send more people home with more food means we are in need of more individual support to provide a dependable source of food to our neighbors.

Everyone deserves to eat. Please consider donating to the Food Bank to provide our neighbors with quality, dependable groceries.

Visit builtbycommunity.org/donate to make a donation today.



Food Bank

1.75 million lbs of food distributed

49,803 visits to the Food Bank
and for those unable to make it to the Food Bank, we had 2,793 food deliveries and 980 Mobile Pantry visits.

12,545 individuals served annually
and an average of 179 visits for food per day.

1.15 million lbs of food donated
935,977 lbs of which were donated by Table to Table, one of our partner organizations dedicated to eliminating food waste.

424 Food Bank volunteers
served 16,983.5 hours in FY22. That's equal to a cost savings of \$427,304.86.

Financial Support

- 4,752 baby item visits
- 468 work enabling item visits
- 432 box fans distributed
- 801 clothing vouchers distributed
- 775 bus passes distributed
- 915 identification assists
impacting 10,710 individuals.
- 212 security deposit assists

Gearing Up for 988

24,192 total Helpline contacts

19,199 of which were contacts to the 988 Suicide & Crisis Lifeline.

6,055 contacts involved suicidal thoughts

81% of clients found the conversation helpful

42 Crisis Helpline volunteers

served 4,869 hours in FY22. That's equal to a cost savings of \$122,504.04.

We can't talk about 2022 without talking about 988. The new three-digit number for the Suicide and Crisis Lifeline officially launched on July 16th. Although our fiscal year ended in June, our team spent an enormous amount of time and effort in FY22 to gear up for the launch.

In case you haven't heard, 988 is the new, three-digit number connecting those in crisis to the existing Suicide & Crisis Lifeline, and CommUnity is one of two centers answering 988 contacts in Iowa. Individuals experiencing thoughts of suicide or in need of emotional support can call, text, or chat online with a crisis counselor any time of day, every day of the year.

But 988 didn't launch on its own. Thousands of dedicated folks at crisis centers all over the U.S. have been working for months to get this important service off the ground. We've added staffing infrastructure, remodeled our call room, and increased our Crisis Helpline Services budget to hire full-time and part-time staff.

Offering a low-barrier, three-digit number has increased contacts to the Lifeline by 220% compared to the same period last year. Text contacts alone have seen an increase of over 787% compared to the same period last year. "We have seen a huge increase in the number of text contacts coming in," said Ryan Dickson, Director of Crisis Helpline Services "Clients who might not feel comfortable speaking on the phone are reaching out in less stressful ways, and we're still able to provide the same level of support, just in a way that doesn't add to their stress."

"Through phone, chat, and text services, we are able to provide needed support during the initial contact 80% of the time. This provides the community with the right level of intervention, avoiding more intensive services. As such, we are able to both support our neighbors, and provide cost savings to the community as a whole," said Sarah Nelson, CommUnity's CEO.

If the crisis situation cannot be handled by the counselor over phone, chat, or text, the counselor can connect the individual in crisis to local resources, such as CommUnity's Mobile Crisis Response, which dispatches crisis counselors to respond in-person in Johnson and Iowa Counties.

If you or a loved one are in need of emotional support, please do not hesitate to reach out. Text or call 988 to be connected to a trained crisis counselor for free at any time.

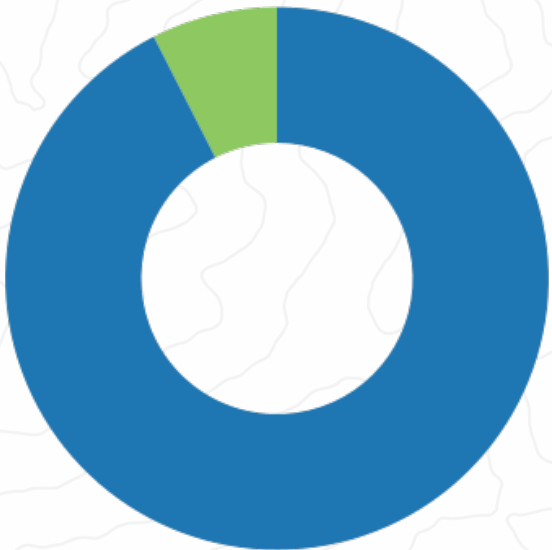


1,061 total Mobile Crisis Response dispatches

2,304 follow-up contacts

92.5% diversion rate

from hospitals or jails. One goal of Mobile Crisis is to de-escalate mental health crises to divert clients from hospitals and jails. This helps clients receive appropriate support and avoids unnecessary use of public resources.



Pictured: Part of CommUnity’s Mobile Crisis Response team

1,200 client contacts at the GuideLink Center

471 listed substance abuse as the primary presenting issue, and 250 listed suicidal thoughts as the primary presenting issue.

656.2 hours providing crisis counseling

provided by CommUnity Triage Counselors at the GuideLink center.

32 minute average triage contact

94.25% diversion rate

from hospitals or jails for clients who visited the GuideLink Center and spoke with a CommUnity triage counselor.



Pictured: GuideLink Center (Adria Carpenter/Little Village)

Financials*

For every \$1 spent...

\$0.90 goes to programs

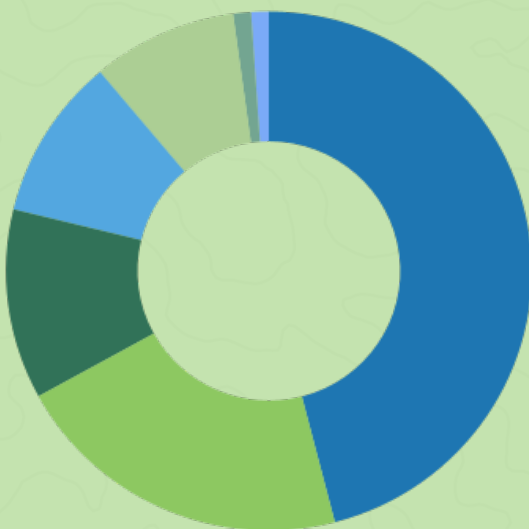
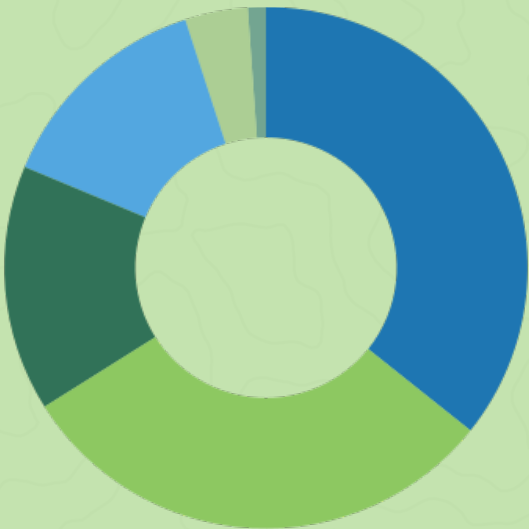
\$0.10 goes to administration

Revenue

- \$3,255,717 Contract income
- \$2,762,455 In-kind donations
- \$1,391,026 Grants
- \$1,247,268 Contributions
- \$353,878 Funding allocations
- \$101,561 Other

Expenses

- \$3,241,298 Food Bank
- \$1,482,480 Crisis Helpline Services
- \$834,932 Mobile Crisis Response
- \$711,412 Administration
- \$628,631 Financial Support
- \$77,175 GuideLink Triage
- \$76,466 Other



*Unaudited financials

22 Big Changes in ‘22

We ended our fiscal year 2022 with almost 200 staff members, meaning our organization has more than doubled since January! Each and every one of our programs has expanded dramatically this year to meet the needs of our community and serve folks where they are. While this has increased our expense budget, the increase in quality of service provided and number of clients receiving support has been incredible.

Check out 22 of the big changes we’ve made in Fiscal Year ‘22!

1. We changed our name to CommUnity Crisis Services to better represent that all of our programs are crisis services.
2. Our 1121 S. Gilbert Court building was fully renovated to better serve clients.
3. We added infrastructure in our staffing model to allow for further growth.
4. Mobile Crisis Outreach changed names to Mobile Crisis Response to better represent how the service is delivered.
5. Mobile Crisis Response moved back to 1121 S. Gilbert Court from the GuideLink Center.
6. 12 new cars were purchased for Mobile Crisis Counselors to reach clients faster.
7. Mobile Crisis Response cut its expected arrival time after the initial dispatch call from 60 to 30 minutes.
8. Mobile Crisis Response added a Youth Mobile Crisis Coordinator.
9. Engaged in a formal partnership with Mobile Crisis Response and the Iowa City Community School District.
10. Mobile Crisis Response added a Diversity, Equity, and Inclusion Specialist.

11. We added a Mental Health/Law Enforcement Liaison, stationed within the Iowa City Police Department (and we have additional positions in the works!).
12. We partnered with the GuideLink Center to provide Triage Counselors to assess and refer incoming clients.
13. Crisis Intervention changed names to Crisis Helpline Services to better represent the services they provide.
14. We hired new Crisis Helpline Services staff members for the 988 launch.
15. The University of Iowa contracted CommUnity to provide a crisis line specifically for University students.
16. Basic Needs changed names to Financial Support to better represent the services they provide and services we plan to offer in the future.
17. Financial Support created a new process for Housing & Utility Assistance in which they work with each client on a monthly budget and help stabilize them moving forward.
18. We expanded our work-enabling service to include access to education-enabling items and re-named the service “Cultivating Careers.”
19. Gas Vouchers were added to Financial Support to fight the rising cost of gas.
20. The Food Bank increased the food purchasing budget in an effort to increase the amount of food sent home with each family per visit.
21. The Mobile Pantry added two new sites.
22. Grocery Delivery, which started as a temporary program during the pandemic, became a permanent program within the Food Bank.

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\$250 - \$499

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City of Iowa City
City of North Liberty
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* denotes a donor who passed away this year

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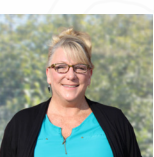
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Upcoming Events

Project Holiday
November - December

Spread the Love
February

Warm Hearts, Warm Homes
December - February

CommUnity Baby Shower
April

Mental Health Awareness Month
May

Hunger Banquet
June

Strike Out Hunger
All Summer

Fan Club
All Summer

Suicide Prevention Month
September

TP CommUnity
October



Front Row Left to Right: Eddie Etsey, Yu Yu, Coronda Lee, Carlette Washington-Hoagland, Karen Shemanski
Back Row Left to Right: Brandon Richmond, Scott Hansen, Maria Bruno, Greg Vrchoticky, Alec Kestel, Dan Feltes, Phil Peterson



Organize a Food Drive

We can't help food-insecure families without your donations. Food drives of all sizes help keep our shelves stocked.

Hosting a food drive is a fun way to give back to our community while having a little friendly competition with your friends, coworkers, classmates, or family members.

Learn more at builtbycommunity.org/drives

You can show your support for our mission by exploring all the ways to give to CommUnity, including:

- Donor Advised Fund
- Retirement or Investment Account Gifts
- Matching Gifts
- Gifts to CommUnity's Endowment Fund at Community Foundation of Johnson County
- Hosting a Drive
- Gifts of Stock
- Estate Planning Gifts

For questions about making a gift, please contact Julia Winter, Director of Development, at julia.winter@builtbycommunity.org.



