

# 2011 Annual Report



The miracle starts when  
they walk in the door.

## LETTER TO THE COMMUNITY

Dear Friends of Walk-In,

So, it turns out there are miracles (for those skeptics among us).

They happen every day at Walk-In ...

The 17-year-old student who gets good grades, is musically talented and an active volunteer in a community organization, but an outsider among her peers. Not in the “in” group. Teased at school and ridiculed on a classmate’s Facebook page. No one to talk to about the pain, and wants it just “to end.”

The African gentleman who survived unbelievable torture in his native land, who came to the United States and Minnesota knowing no one, and has developed deep trust in a volunteer counselor who is not of his race, culture, age or gender.

The middle aged woman who was raped as a teenager who has never talked about it ... to anyone ... ever ... until now.

The young couple who love each other dearly, yet struggle in their relationship and parenting because they both grew up in dysfunctional families, and who now ask for guidance in creating a new, nurturing partnership instead of choosing divorce.

The 40-something-year-old man who has lost his job, family, home, and friends because alcohol and drugs took over, and he wants badly to get them back.



These are the people who come to Walk-In Counseling Center.

They are courageous people. They make themselves vulnerable in ways many of us never have to.

And the miracle in their life starts when they turn the knob and walk in the door ...

Mary Weeks, MSW, LISW  
*Executive Director*

Since 1969, Walk-In Counseling Center has provided free, accessible mental health counseling to thousands of people with urgent needs and few service options.

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Pang Chang, *Office Coordinator*

Rita Sandidge, *Administrative Assistant*

*Back Row: Tracie Huhn, Martha Hughes, Jim Ayers, Mary Weeks, Pang Chang*

*Front Row: Gary Schoener, Rita Sandidge*



By all appearances, Myra\* is a “normal” 50-year-old woman. She’s a wife and mother, works part-time, and is active in her church and several community groups.

Last winter Myra’s father died. After the funeral her 15-year-old son started asking questions about the uncles he’d never heard of and had just met for the first time. The memories and pain came rushing in...the years of sexual abuse at their hands could no longer be forgotten.

Following the funeral Myra shut down. Her relationships with her husband and son became distant and strained. She stopped attending social functions. She was written up at work. Her life began to unravel.

Somehow she knew about Walk-In. She doesn’t remember how. (Many people don’t.) It was knowledge waiting to be used. Myra knew she had to do something, even if it was “just” talk.

And talk she did; about deep regret, disappointment, sorrow and anger toward the people who should have loved and protected her but didn’t. Through tears and words over the course of several sessions, she began to get in touch with the pain.

At Walk-In she found help sorting it all out. She’s even thinking about forgiveness.

But perhaps most importantly, she took that first step to walk in the door ... and begin healing.

*\*name and details have been changed to protect identity*



“(I volunteer) to stay true to what I really love to do and that is to be with others in their suffering, confusion, or simply their need to connect to somebody who wants to listen. I stand behind the mission of Walk-In and am proud to be a part of something so unique.” ~ 2011 Volunteer

# OUR VOLUNTEERS

In 2011, 180 professionals volunteered 12,850 hours of service with an estimated valued of nearly \$900,000! Walk-In counselors and supervisors are master's level and above psychologists, social workers, therapists, and psychiatric nurses; many receptionists are working toward a degree in mental health. **Our volunteers represent the heart and soul of Walk-In, "opening the door" for so many people each year.**

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Lori Zook-Stanley

*One of our volunteer teams.*



Until two years ago, Corey\* was a happily married, 30-year-old father of two, employed by a local construction contractor. He enjoyed his work and his life.

When the economy took a nose dive Corey was laid off, and his life started its own downward spiral. Despite help from employment agencies and many hours of searching he was unable to find permanent work. He couldn't pay the bills and his wife took extra shifts to get by.

Corey's frustration grew, his self-esteem sank, and his patience wore thin. He became moody and lashed out. His wife and kids were his emotional punching bags.

Last spring an employment coach told Corey about Walk-In. At first he came alone, confused and embarrassed by how he felt and behaved. Slowly he faced the frustration, disappointment and shame that kept him from being the man he'd once been.

Just weeks after coming to Walk-In the contractor called him back to work. With the job problem solved and his new coping skills he could see things more clearly, including the damage he'd caused his family.

He invited his wife to join him. Together they rebuilt the sense of trust and partnership that had been lost. That simple act of walking in the door began the healing of their family.

*\*name and details have been changed to protect identity*



“I can't afford the cost of counseling ... I only have income for food, bills, child, mortgage. I have experienced great relief and a new sense of hope and motivation to continue working hard to put devastation behind me ... Thank you! You are helping me so much, and my son, too.” ~ 2011 Client

# OUR CLIENTS

In 2011, we provided 6,013 counseling sessions for 1,856 people who were struggling with anxiety, depression, financial crises, unemployment and homelessness; coping with grief and loss; overcoming addictions; addressing family concerns and healing from trauma.

Emotional challenges affect every one of us, and at some point in our lives we will either know someone who needs help coping, or we will need help in ourselves. **Walk-In Counseling Center is truly here for everyone.**

Self-reported demographics of 2011 clients:

## GENDER

Female: 52%  
Male: 48%

## ETHNICITY

Caucasian: 63%  
Non-caucasian 37%

## AGE

Under 18 yrs: 4%  
18 - 21 yrs: 2%  
21 - 41 yrs: 64%  
41 - 61 yrs: 27%  
61+ yrs: 3%

## INSURANCE COVERAGE

Yes: 38%  
No: 62%

## ANNUAL INCOME

<\$20,000: 60%  
\$20-\$50,000: 32%  
\$50,000+: 8%

## FAMILY SIZE

1 Person: 43%  
2 Person: 21%  
3+ Person: 36%

*Counselors consult in team meeting after clinic hours.*



**Looking ahead...**We're proud that both men and women access our services at approximately equal rates. However, this is a little unusual for a mental health organization since typically women access mental health services at a much higher rate than men.

In our early years we primarily served teens and young adults, many of whom were fleeing abusive households, using drugs or alcohol, and dealing with issues of sexuality and other concerns unique to young adults. However, as they matured, we lost touch with this population, and in recent years we've served relatively few young people compared to adults.

We're concerned that women and young people may not know we're here and available, so we've ramped up our outreach efforts to particularly vulnerable groups of women and youth. We want them to know how, when and where to access us for help.

## CONSULTATION & TRAINING INSTITUTE

Walk-In's Consultation & Training Institute, launched in 2010, evolved from our extensive history of helping fellow professionals address issues of professional misconduct identified by clients, and later to solve organizational/clinical practice problems common to providers.

Gary R. Schoener, M.Eq., LP, Walk-In's Executive Director from 1969 to 2010, directs the Institute. He is regularly called on for his expertise and advice — whether it's consulting with community organizations and mental health agencies, giving workshops on emerging issues, or making presentations to professional groups.

Services of the Institute are defined and priced by project. Areas of expertise include:

- Assessment and coaching of impaired professionals
- Professional training
- Consultation to professionals and organizations
- Clinical consultation

**Income generated by the Institute supports the free counseling services provided by Walk-In Counseling Center.**

**Learn more at:** [www.walkin.org/consultation](http://www.walkin.org/consultation)







## FINANCIALS



2011 marked the first year that Walk-In has operated without any government funding. We are so grateful to the generosity of our donors and funders who make the miracles that happen at Walk-In possible!




**REVENUE: \$1,454,291\***



	<b>Donated Goods &amp; Services</b> \$904,092 (62%)
	<b>Foundation Grants</b> \$239,990 (17%)
	<b>Individual &amp; Family Donations</b> \$164,015 (11%)
	<b>Consultation &amp; Training</b> \$83,116 (6%)
	<b>Business &amp; Corporate Gifts</b> \$61,817 (4%)
	<b>Other</b> \$1,261 (<1%)

**EXPENSES: \$1,418,973\***



	<b>Programs &amp; Services</b> \$1,238,050 (87%)
	<b>Management</b> \$123,078 (9%)
	<b>Fundraising</b> \$57,845 (4%)

*\*Based on audited financials.*

*Our 2011 balance sheet and audit:  
[www.walkin.org/about/financials](http://www.walkin.org/about/financials).*

“(Without Walk-In) I really don’t know where I would be physically or emotionally. Thank you so much for providing this extremely valuable service!” ~ 2011 Client



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