



Walk•In

Counseling Center
www.walkin.org

2012 Annual Report

PREPARING

DOING THE WORK

UNLOADING THE JUNK

CHOICES & DECISIONS

MIDCOURSE CORRECTIONS

HOPE & HEALING

Dear Friends of Walk-In,

In 2012 we undertook a major remodeling effort: our “Heal the House” project. If you’ve ever remodeled an older home, you’re familiar with the process. As the project unfolded, I realized how this effort was a metaphor for everything that happens here.

Preparing and doing the work. They say the preparation for any home improvement project is more important than the project itself. This is true in life as well. Sometimes it takes one visit, sometimes numerous times, for a client to identify the critical issues they face and how they want to tackle them. People often need support in sorting it all out.

Unloading the junk. We’d accumulated a lot over our 44 years. The unneeded documents and outdated equipment all needed to be sorted, assessed and disposed of...like the unneeded and unwanted baggage our clients carry with them. It’s a huge task and one that needs much support in the process.

Choices and decisions. Our remodel involved many decisions: paint colors, carpet, tile, etc. One decision led to another - widening our hallway meant changing the kitchen cabinets. Every decision a client makes affects his/her life and the people in it in a variety of ways. Support in considering and making these decisions is crucial.

Midcourse corrections. Remodeling rarely goes the way you plan it. In well-lived-in houses (and lives) you run across the unexpected. Rather than rail against them, it helps to welcome these unforeseen challenges. And it helps if someone is there to support you.

A remodeled old home ends up with bright open spaces, organized rooms, and less clutter and chaos. The space feels good. You can almost hear the house say “Thank You!”

Likewise with remodeled lives. When our clients get support and feel confident in making needed changes, you can almost hear their spirits say, “Thank You!”

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Executive Director



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“Life’s most persistent and urgent question is: What are you doing for others?”
- Dr. Martin Luther King, Jr.

Walk-In volunteers can feel proud of their answer to this question.

Professional psychologists, social workers, graduate students, undergraduates, and caring community members...that’s who volunteered with us in 2012...**167 of them!**

They served as counselors, team consultants, receptionists, and administrative and development assistants. They were all in just the right place at just the right time to help someone begin to heal.

Our 2012 volunteers gave 14,002 hours of service, valued at an estimated \$860,752!

Many thanks to each and every one of you!

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“ This is a true life saver.
 I’m so glad you exist!
 Thank you! Thank you! ”
 - Client (anonymous)

In 2012, we served 1,757 men, women and young people - for 70% of them it was their first visit to Walk-In.

We provided 5,360 sessions of free counseling - 82% were with individuals, 18% with couples and families. Of the total sessions provided, 56% were scheduled, follow-up appointments to address more complex issues.

People came to Walk-In for help with:

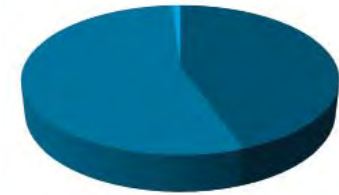
- Depression
- Anxiety
- Chemical dependency
- Relationship issues
- Concern about a loved one
- Grief and loss
- Trauma and abuse
- Employment problems
- Suicide and self harm
- Major life changes
- LGBTQ concerns
- Bullying
- ...and many more issues

Our 2012 survey revealed:

- 99% said they felt confident in the ability of their counselor
- 98% said they would refer a friend or loved one to Walk-In
- 89% were satisfied or very satisfied with our services

Gender

Female	55%
Male	44%
Transgender	1%



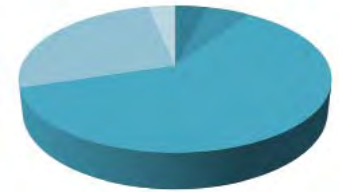
Ethnicity

Caucasian	63%
African American	18%
Hispanic	6%
Multi-Ethnic/Other	6%
African Refugee	3%
Asian/Pacific Islander	3%
Native American	1%



Age

Under 18	4%
18-21	5%
22-41	61%
42-61	27%
61+	3%



Annual Household Income

\$0-\$9,999	44%
\$10,000-\$19,999	23%
\$20,000-\$29,999	13%
\$30,000-\$39,999	8%
\$40,000-\$49,999	5%
\$50,000+	7%



Insurance Coverage

Yes	37%
No	43%
Not Sure	20%





These figures are based on unaudited financials.

Our 2012 balance sheet and year-end statements can be found at: www.walkin.org/about/financials.

REVENUE

• Donated Goods/Services	64%	\$ 862,002
• Grants	17%	\$ 233,543
• Individual Donations	12%	\$ 156,707
• Earned Income	7%	\$ 97,852
• Other	<1%	\$ 2,290
Total:		\$1,352,611



EXPENSES

• Programs/Services	88%	\$1,242,822
• Management/General	6%	\$ 90,637
• Fundraising	6%	\$ 86,025
Total:		\$1,419,485



Consultation & Training Institute

Directed by Gary Schoener, M.Eq., L.P., the Institute is in its third year offering assessment and coaching of impaired professionals, professional training, and clinical consultation. **Revenue generated by the Institute supports Walk-In's clinic services.**

Founders & Builders Circle

Join our Founders & Builders Circle by including us in your estate planning. Such gifts allow us to engage in special opportunities, help ensure long-term financial stability, and enable Walk-In to continue to make a very real difference in the lives of people who are hurting. **Contact Mary Weeks, Executive Director, at 612-870-0565 x109 or mweeks@walkin.org to discuss your gift.**

\$20,000+

Abbott Northwestern Hospital Foundation
Anonymous (1)
F.R. Bigelow Foundation
Otto Bremer Foundation
McVay Enterprises, Inc.

\$10,000-\$19,999

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



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612-870-0565
www.walkin.org

